

	Page	Table	Title	Base Description	Base
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●	6	2	Q.2 Which, if any, of the following types of mobile phone do you personally use?	Base: All adults	1007
●	11	3	Q.2a Which, if any, of the following types of internet access do you have at home?	Base: All adults	1007
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●	31	6	Q.4 During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via a mobile phone, television, personal stereo)?	Base: All adults	1007
●	36	7	Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?	Base: All adults	1007
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●	56	9	Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?	Base: All adults	1007
●	68	10	Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?	Base: All adults who use a Mobile phone	874
●	79	11	Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?	Base: All adults	1007
●	84	12	Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?	Base: All those who have internet access	743
●	89	13	Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?	Base: All adults	1007
●	94	14	Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?	Base: All who have a television or listen to the radio.	995
●	99	15	Q.13 And thinking about these general issues, please tell me whether they have happened to you personally?	Base: All adults	1007
●	104	16	Q.9-Q.13 Whether each issue experienced at all- total	Base: All adults	1007

	Page	Table	Title	Base Description	Base
●	124	17	Q.14a You said earlier that you personally have received silent calls on your landline. On average, how many silent calls does your household receive on the landline each month?	Base: All adults who have personally received silent calls on their landline	240
●	130	18	Q.14b And which of the following best describes how these calls were distributed?	Base: All adults who received 2 or more silent calls on their landline each month	205
●	136	19	Q.14c How inconvenienced, or not, do you feel when receiving silent calls on your landline?	Base: All adults who have personally received silent calls on their landline	240
●	142	20	Q.14d And how concerned, if at all, do you feel when receiving these types of calls on your landline?	Base: All adults who have personally received silent calls on their landline	240
●	147	21	Q.14e Have you ever received two or more silent calls from the same number over a 24 hour period on your landline?	Base: All adults who have personally received silent calls on their landline	240
	152	22	Q.14f You said earlier that you personally have received silent calls on your mobile. On average, how many silent calls do you receive on your mobile each month?	Base: All adults who have personally received silent calls on their mobile phone	33
	157	23	Q.14g And which of the following best describes how these calls were distributed?	Base: All adults who have received 2 or more silent calls on their mobile	24
	162	24	Q.14h How inconvenienced, or not, do you feel when receiving silent calls on your mobile?	Base: All adults who have personally received silent calls on their mobile phone	33
	167	25	Q.14i And how concerned, if at all, do you feel when receiving these types of calls on your mobile?	Base: All adults who have personally received silent calls on their mobile phone	33
	172	26	Q.14j Have you ever received two or more silent calls from the same number over a 24 hour period on your mobile?	Base: All adults who have personally received silent calls on their mobile phone	33
●	177	27	Whether receive silent calls or not	Base: All adults	1007
●	182	28	Q.15a Have you ever heard of the Telephone Preference Service - a service you can register with if you do not wish to be called by companies selling or promoting their products or services?	Base: All adults who have received silent calls on their landline or mobile phone	261
●	187	29	Q.15b And are your home landline or mobile numbers registered with the Telephone Preference Service?	Base: All adults who have personally received silent calls and have heard of the Telephone Preference Service	148
●	192	30	Q.16 You said earlier that you personally have received abandoned calls with a recorded message on your landline. On average, how many abandoned calls with a recorded message does your household receive on the landline each month?	Base: All adults who have personally received abandoned calls on their landline	214

	Page	Table	Title	Base Description	Base
●	197	31	Q.14a/Q.16 Abandoned/Silent calls - Total	Base: All adults who have personally received silent or abandoned phone calls on their landline	342
	202	32	Q.14a/Q.16 Abandoned/Silent calls - Total	Base: All adults who have received Silent AND abandoned phone calls on their landline	112
●	207	33	Breaks by Breaks		1007
	215	34	Sample profiles	Base: All adults	1007
	218	35	Weighting matrix - weighted respondents	Base: All adults	1000
	220	36	Weighting matrix - unweighted respondents	Base: All adults	1007
	222	37	Weighting matrix - weights	Base: All adults	0.99

Q.1 Do you have a landline telephone in your home?
Base: All adults

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1007	490	517	126	160	170	136	150	265	145	120	160	248	231	368	557	248	202	286	721	150	114	122
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
Yes	855 86%	406 84%	450 87%	100 71%	131 79%	158 86% <i>C</i>	133 87% <i>C</i>	144 89% <i>Cd</i>	189 97% <i>CD</i>	102 97% <i>CD</i>	87 98% <i>CD</i>	183 93% <i>N</i>	268 89% <i>N</i>	182 88% <i>N</i>	223 75%	523 91% <i>PQ</i>	185 74%	147 82%	257 85%	599 86%	127 81%	92 83%	120 91% <i>t</i>
No	145 14%	80 16%	65 13%	40 29% <i>EF</i> GHU	36 21% <i>gH</i> IJ	26 14% <i>HI</i> J	20 13% <i>HI</i> J	17 11% <i>Hij</i>	6 3%	4 3%	2 2%	13 7%	34 11%	24 12%	73 25% <i>KLM</i>	49 9%	65 26% <i>O</i>	31 18% <i>O</i>	47 15%	98 14%	29 19% <i>v</i>	19 17%	12 9%

Q.1 Do you have a landline telephone in your home?
Base: All adults

	ETHNICITY				GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1007	808	78	117	39	124	81	65	117	87	126	147	105	50	66	891	858	149
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
Yes	855	705	57	90	36	95	84	52	107	70	103	122	91	37	59	759	855	-
	86%	87% ^c	79%	79%	82%	74%	89% ^e	86%	87% ^e	84%	87% ^e	86% ^e	95% ^{Ei} ko	87%	88% ^e	85% ^E	100% ^Q	-
No	145	105	15	24	8	34	11	8	16	13	16	20	5	6	8	131	-	145
	14%	13%	21%	21% ^a	18%	26% ^{fh} jklNo	11%	14%	13%	16% ^l	13%	14% ^l	5%	13%	12%	15% ^l	-	100% ^P

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)
Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q
* small base; ** very small base (under 30) ineligible for sig testing

Q.1 Do you have a landline telephone in your home?
Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1007	874	394	478	9	133
Weighted Base	1000	894	443	445	13**	106
Yes	855 86%	757 85%	396 89%aC	357 80%	11 85%	98 92%aC
No	145 14%	137 15%be	48 11%	88 20%BE	2 15%	8 8%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.1 Do you have a landline telephone in your home?
Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	1007	693	9	668	13	5	314
Weighted Base	1000	733	9**	710	12**	6**	267
Yes	855 86%	671 92%F	7 81%	659 93%F	3 22%	4 78%	184 69%
No	145 14%	62 8%	2 19%	51 7%	9 78%	1 22%	83 31%AC

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.1 Do you have a landline telephone in your home?
Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1007	55	178	374	39	331	409	813	471	23	71	80	86	82	194
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
Yes	855 86%	44 83%	166 92%F	363 94%aF	30 90%	330 94%AF	306 78%	719 88%N	433 90%N	17 90%	63 82%	70 89%N	67 83%	68 85%	136 74%
No	145 14%	9 17%cE	15 8%	23 6%	3 10%	20 6%	87 22%BC E	96 12%	47 10%	2 10%	14 18%	8 11%	14 17%	12 15%	48 26%GHK

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.2 Which, if any, of the following types of mobile phone do you personally use?
 Base: All adults

	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1007	490	517	126	160	170	136	150	265	145	120	160	248	231	368	557	248	202	286	721	150	114	122
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
Monthly subscription/contract mobile phone	443 44%	219 45%	225 44%	86 61%IG HU	105 63%FG HU	119 65%FG HU	71 46%GH U	48 30%HU	14 7%	10 10%	3 4%	102 52%N	165 54%N	106 51%N	72 24%	282 49%Q	121 48%Q	40 22%	191 63%S	252 36%	99 63%S	67 61%S	88 66%S
Pre-pay/pay as you go mobile phone	445 44%	220 45%	225 44%	52 37%	60 36%	61 33%	70 46%e	94 58%CD E	108 56%CD E	67 64%CD EFJ	41 46%e	80 41%	114 38%	85 41%	166 56%KL M	236 41%	112 45%	97 54%O	103 34%	341 49%RT UV	52 34%	40 36%	41 31%
Other type of mobile phone	13 1%	13 3%B	-	-	-	4 2%	3 2%	6 4%cdH	-	-	-	7 3%N	2 1%	4 2%n	-	9 2%	-	4 2%p	4 1%	9 1%	2 2%	-	1 1%
Total: Mobile phone users	894 89%	446 92%b	447 87%	137 98%gH U	163 97%gH U	181 98%GH U	144 94%HI J	146 91%HI J	122 63%j	77 73%J	44 50%	186 95%N	280 93%N	192 93%N	236 80%	524 92%Q	231 93%Q	139 78%	296 96%S	598 86%	152 97%S	106 96%S	129 98%S
Do not personally use a mobile phone	104 10%	38 8%	66 13%a	3 2%	4 3%	2 1%	9 6%e	15 9%cd E	71 37%CD EFG	28 27%CD EFG	43 48%CDE	10 5%	23 7%	14 7%	58 20%KLM	47 8%	19 7%	38 21%OP	7 2%	97 14%RTU V	4 2%	4 3%	3 2%
Don't know	2 *	1 *	2 *	-	-	1 *	-	-	2 1%	-	2 2%	-	-	1 *	2 1%	-	2 1%	1 *	2 *	1 1%	1 1%	-	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base

Q.2 Which, if any, of the following types of mobile phone do you personally use?
Base: All adults

	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1007	808	78	117	39	124	81	65	117	87	126	147	105	50	66	891	858	149
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
Monthly subscription/contract mobile phone	443 44%	340 42%	38 52%	63 55%a	19 43%	44 34%	55 58%EI IMN	31 52%ei mn	61 50%ei mn	27 32%	70 59%EI LMNo	66 47% m	37 38%	12 28%	22 32%	410 46%ei mn	396 46%Q	48 33%
Pre-pay/pay as you go mobile phone	445 44%	366 45%	32 44%	46 40%	23 53% Fh J	68 52%	30 32%	23 39%	44 36%	50 60% Fg HUko	40 34%	58 41%	49 51% fh j	23 53% fj	36 54% fhj	386 43%	357 42%	88 60% P
Other type of mobile phone	13 1%	10 1%	3 4% c	- -	- -	3 2%	5 5% kIO	- -	1 1%	- -	1 1%	- -	- -	1 2%	2 3%	10 1%	11 1%	2 1%
Total: Mobile phone users	894 89%	712 88%	69 96% a	109 95% a	41 94%	115 89%	90 95% h	55 91%	104 85%	77 92%	111 94% h	124 87%	85 88%	36 84%	57 84%	801 90%	757 89%	137 94%
Do not personally use a mobile phone	104 10%	95 12% c	3 4%	5 5%	3 6%	13 10%	5 5%	5 9%	19 15% j	6 8%	7 6%	17 12%	11 12%	7 16% j	11 16% j	87 10%	97 11% q	7 5%
Don't know	2 -	2 -	- -	1 -	- -	1 1%	- -	- -	- -	- -	1 -	1 7%	- -	- -	- -	2 -	2 -	1 1%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

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Q.2 Which, if any, of the following types of mobile phone do you personally use?

Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1007	874	394	478	9	133
Weighted Base	1000	894	443	445	13**	106
Monthly subscription/contract mobile phone	443 44%	443 50%CE	443 100%ACE	5 1%	2 15%	-
Pre-pay/pay as you go mobile phone	445 44%	445 50%BE	5 1%	445 100%ABE	-	-
Other type of mobile phone	13 1%	13 1%CE	2 *	-	13 100%	-
Total: Mobile phone users	894 89%	894 100%E	443 100%E	445 100%E	13 100%	-
Do not personally use a mobile phone	104 10%	-	-	-	-	104 98%ABC
Don't know	2 *	-	-	-	-	2 2%ABC

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.2 Which, if any, of the following types of mobile phone do you personally use?

Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	1007	693	9	668	13	5	314
Weighted Base	1000	733	9**	710	12**	6**	267
Monthly subscription/contract mobile phone	443 44%	393 54%F	3 38%	388 55%F	2 20%	3 55%	50 19%
Pre-pay/pay as you go mobile phone	445 44%	310 42%	4 44%	295 42%	11 93%	1 22%	135 51%ac
Other type of mobile phone	13 1%	11 1%	-	11 2%	-	-	2 1%
Total: Mobile phone users	894 89%	707 96%F	7 83%	687 97%F	12 100%	4 77%	187 70%
Do not personally use a mobile phone	104 10%	26 4%	1 17%	23 3%	-	1 23%	78 29%AC
Don't know	2 *	-	-	-	-	-	2 1%ac

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.2 Which, if any, of the following types of mobile phone do you personally use?
 Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1007	55	178	374	39	331	409	813	471	23	71	80	86	82	194
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
Monthly subscription/contract mobile phone	443 44%	17 31%	107 59%AF	202 52%aF	14 41%	186 53%aF	135 34%	381 47%N	235 49%IN	5 28%	48 62%gk LmN	31 40%	29 36%	34 43%	62 34%
Pre-pay/pay as you go mobile phone	445 44%	27 52%b	52 29%	151 39%b	17 52%b	133 38%	204 52%BC E	345 42%	196 41%	11 56%	27 35%	35 44%	41 51%	35 44%	100 54%GHJ
Other type of mobile phone	13 1%	1 2%	4 2%	5 1%	-	5 1%	5 1%	13 2%	10 2%	1 5%	1 2%	-	-	-	-
Total: Mobile phone users	894 89%	44 83%	162 90%	353 91%f	29 89%	321 92%df	339 86%	733 90%	437 91%	17 87%	75 98%gh Klmn	66 84%	70 87%	69 86%	160 87%
Do not personally use a mobile phone	104 10%	8 15%	18 10%	33 9%	4 11%	28 8%	52 13%ee	80 10%j	43 9%	3 13%	-	12 16%J	11 13%J	11 14%J	24 13%J
Don't know	2 *	1 2%ce	-	-	-	-	1 *	2 *	1 *	-	1 1%	1 1%	-	-	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing

Q.2a Which, if any, of the following types of internet access do you have at home?
 Base: All adults

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1007	490	517	126	160	170	136	150	265	145	120	160	248	231	368	557	248	202	286	721	150	114	122
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
Dial up \ narrowband internet access	9	4	5	-	3	-	1	1	3	3	-	2	2	3	2	4	4	1	*	8	-	-	*
	1%	1%	1%	-	2%	-	1%	1%	2%	3%e	-	1%	1%	1%	1%	2%	2%	*	*	1%	-	-	*
Broadband internet access	710	347	363	113	131	159	110	124	73	58	15	160	251	162	136	453	182	74	247	462	126	89	112
	71%	71%	71%	80%HIJ	79%HIJ	86%FgHIJ	72%HIJ	77%HIJ	38%IJ	55%HIJ	17%	82%N	83%N	79%N	46%	79%Q	73%Q	42%	82%S	66%	81%S	81%S	84%S
Internet - other connection type	12	5	7	3	3	4	1	1	-	-	-	4	-	-	8	5	6	1	7	5	2	5	1
	1%	1%	1%	2%	2%	2%h	1%	1%	-	-	-	2%l	-	-	3%Lm	1%	2%	*	2%	1%	1%	4%S	1%
Internet service at home but not sure which	6	4	1	-	1	1	3	-	1	-	1	1	3	2	1	4	1	1	2	4	-	-	2
	1%	1%	*	-	1%	1%	2%	-	*	-	1%	*	1%	1%	*	1%	*	1%	1%	1%	-	-	1%
Total: Internet at home	733	357	376	116	136	163	115	126	77	61	16	165	256	165	147	464	192	76	256	476	128	94	116
	73%	74%	73%	83%HIJ	82%HIJ	88%FgHIJ	75%HIJ	78%HIJ	39%IJ	57%HIJ	18%	84%N	85%N	80%N	50%	81%Q	77%Q	43%	85%S	68%	82%S	85%S	87%S
No internet service at home	256	125	131	24	28	20	37	32	114	45	70	31	45	40	141	102	57	97	42	214	25	13	15
	26%	26%	25%	17%	17%	11%	24%E	20%e	59%CD	43%CD	78%CD	16%	15%	19%	48%KL	18%	23%	55%OP	14%	31%RT	16%	12%	11%
									EFGI	EFG	EFGHI				M					UV			
Don't know	11	3	8	1	2	1	1	3	3	-	3	-	2	1	8	5	1	4	5	6	3	3	2
	1%	1%	2%	*	1%	1%	1%	2%	2%	-	4%l	-	1%	1%	3%k	1%	*	2%	2%	1%	2%	2%	2%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base

Q.2a Which, if any, of the following types of internet access do you have at home?

Base: All adults

	ETHNICITY				GOVERNMENT REGION										LANDLINE AT HOME (Q.1)			
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1007	808	78	117	39	124	81	65	117	87	126	147	105	50	66	891	858	149
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
Dial up \ narrowband internet access	9 1%	6 1%	* 1%	2 2%	- -	2 2%	1 1%	1 2%	- -	- -	- -	- -	2 2%	- -	2 3%	7 1%	7 1%	2 1%
Broadband internet access	710 71%	569 70%	57 79%	82 72%	33 75%	73 56%	71 75%e	46 76%e	91 74%e	59 70%	90 76%E	104 73%E	74 77%Em	26 61%	44 66%	640 72%E	659 77%Q	51 35%
Internet - other connection type	12 1%	9 1%	1 1%	2 2%	- -	5 4%	- -	- -	2 2%	- -	2 2%	2 1%	- -	1 1%	- -	11 1%	3 -	9 6%P
Internet service at home but not sure which	6 1%	1 *	1 2%A	1 1%a	- -	2 1%	- -	- -	- -	1 1%	3 2%	- -	- -	1 2%	- -	5 1%	4 1%	1 1%
Total: Internet at home	733 73%	583 72%	60 83%	86 75%	33 75%	80 62%	71 75%	47 79%e	92 75%	59 71%	94 80%Em	106 75%e	76 79%e	27 64%	46 69%	659 74%e	671 78%Q	62 43%
No internet service at home	256 26%	218 27%	12 16%	26 23%	11 25%	48 37%lg	21 22%	13 21%	31 25%	23 27%	23 19%	32 23%	19 20%	16 36%j	20 30%	220 25%	175 21%	81 56%P
Don't know	11 1%	8 1%	1 1%	2 2%	- -	1 1%	3 3%	- -	- -	1 2%	1 1%	3 2%	1 1%	- -	1 1%	10 1%	9 1%	2 2%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.2a Which, if any, of the following types of internet access do you have at home?

Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1007	874	394	478	9	133
Weighted Base	1000	894	443	445	13**	106
Dial up \ narrowband internet access	9 1%	7 1%	3 1%	4 1%	-	1 1%
Broadband internet access	710 71%	687 77%CE	388 87%AC	295 66%E	11 85%	23 22%
Internet - other connection type	12 1%	12 1%	2 1%	11 3%b	-	-
Internet service at home but not sure which	6 1%	* 1%	3 1%	1 *	-	1 1%
Total: Internet at home	733 73%	707 79%CE	393 89%AC	310 70%E	11 85%	26 24%
No internet service at home	256 26%	180 20%B	49 11%	130 29%AB	2 15%	76 71%ABC
Don't know	11 1%	6 1%	2 *	5 1%	-	5 4%ABc

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.2a Which, if any, of the following types of internet access do you have at home?

Base: All adults

	TYPE OF INTERNET (Q.2a)						
	Total	Total (a)	Dial up (b)	Broadband (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	1007	693	9	668	13	5	314
Weighted Base	1000	733	9**	710	12**	6**	267
Dial up \ narrowband internet access	9 1%	9 1%	9 100%	2 *	-	-	-
Broadband internet access	710 71%	710 97%F	2 19%	710 100%AF	2 14%	-	-
Internet - other connection type	12 1%	12 2%cf	-	2 *	12 100%	-	-
Internet service at home but not sure which	6 1%	6 1%c	-	-	-	6 100%	-
Total: Internet at home	733 73%	733 100%F	9 100%	710 100%F	12 100%	6 100%	-
No internet service at home	256 26%	-	-	-	-	-	256 96%AC
Don't know	11 1%	-	-	-	-	-	11 4%AC

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.2a Which, if any, of the following types of internet access do you have at home?

Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1007	55	178	374	39	331	409	813	471	23	71	80	86	82	194
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
Dial up \ narrowband internet access	9 1%	-	1	2	-	2	4	8	7	-	-	-	-	*	1
Broadband internet access	710 71%	29 54%	151 83%AF	315 82%AF	26 78%af	288 82%AF	236 60%	603 74%N	361 75%N	14 71%	65 84%lM	58 74%n	54 67%	51 64%	107 58%
Internet - other connection type	12 1%	1 1%	-	3 1%	2 5%BcE	1	10 3%be	7	5	-	-	-	1 2%	-	5
Internet service at home but not sure which	6 1%	1 2%	2 1%	1	-	1	3 1%	4	3	-	-	1 1%	-	-	2 1%
Total: Internet at home	733 73%	31 58%	153 85%AF	320 83%AF	26 78%	293 84%AF	251 64%	618 76%N	374 78%N	14 71%	65 84%lM	58 75%	56 69%	51 64%	115 62%
No internet service at home	256 26%	21 40%BC	26 14%	62 16%	7 22%	52 15%	137 35%BC	191 23%	104 22%	6 29%	12 16%	17 22%	24 30%	28 35%gh	65 35%GHJ
Don't know	11 1%	1 2%	1 1%	5 1%	-	5 1%	4 1%	6 1%	2	-	-	3 3%gh	1 1%	1 1%	4 2%h

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.3 Which, if any, of the following types of television does your household receive at the moment?

Base: All adults

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1007	490	517	126	160	170	136	150	265	145	120	160	248	231	368	557	248	202	286	721	150	114	122
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
Only terrestrial TV (Channels 1-4/1-5)	53	27	26	10	13	3	4	7	16	6	10	8	19	2	23	25	18	10	16	37	9	4	4
	5%	6%	5%	7%e	8%e	2%	3%	4%	8%Ef	6%	11%EFg	4%	6%em	1%	8%M	4%	7%	6%	5%	5%	6%	4%	3%
Cable TV (through Virgin Media (previously NTL/Telewest))	180	88	92	31	37	36	30	21	25	18	7	29	52	44	55	109	47	25	62	118	28	19	30
	18%	18%	18%	22%j	22%gh	20%j	20%j	13%	13%	17%j	8%	15%	17%	21%	19%	19%	19%	14%	21%	17%	18%	17%	23%
Satellite TV (Sky)	361	178	183	50	58	78	67	61	47	29	18	70	121	88	83	234	80	47	121	241	65	46	53
	36%	37%	36%	36%hj	35%hj	42%HI	44%HI	38%HJ	24%	28%	20%	36%	40%N	43%N	28%	41%pQ	32%	27%	40%	35%	42%	42%	40%
Satellite TV (Other)	25	15	10	1	4	6	1	6	6	2	3	6	10	4	5	20	2	3	9	16	6	3	3
	3%	3%	2%	1%	3%	3%	1%	4%	3%	2%	4%	3%	3%	2%	2%	3%	1%	2%	3%	2%	4%	3%	2%
Freeview (through a set-top box of digital television set) with ONLY free channels	347	161	186	33	39	67	58	67	82	46	35	75	94	72	105	183	79	84	89	258	45	33	41
	35%	33%	36%	24%	23%	37%cd	38%cd	42%CD	42%CD	44%CD	40%cd	38%	31%	35%	36%	32%	32%	47%OP	29%	37%r	29%	30%	31%
Freeview (through a set-top box of digital television set) with free channels PLUS top-up channels such as Cartoon Network or the Discovery channel	47	20	28	7	4	10	2	7	17	4	14	16	6	6	19	23	12	12	11	35	5	5	4
	5%	4%	5%	5%	2%	5%	1%	4%	9%df	3%	16%cDE	8%L	2%	3%	7%L	4%	5%	7%	4%	5%	4%	5%	3%
Digital TV via a broadband DSL line (from Tiscali TV, Kingston Communications or BT Vision)	14	3	11	6	4	3	-	-	1	1	-	4	8	-	2	8	6	-	11	3	5	4	7
	1%	1%	2%	4%fgh	2%	2%	-	-	1%	1%	-	2%	3%l	-	1%	1%	2%	-	3%S	*	3%S	3%S	5%S
Total: TV in household	957	457	500	132	149	179	149	159	190	104	86	187	288	202	280	555	229	174	294	663	151	107	129
	96%	94%	97%a	94%	89%	97%D	97%cd	98%D	98%D	99%D	96%	96%	95%	98%	95%	97%P	91%	97%p	97%	95%	97%	97%	98%
Total: Satellite	386	193	193	52	63	84	68	67	53	32	21	76	131	92	87	254	83	50	130	257	71	49	56
	39%	40%	38%	37%	38%hj	46%HI	44%HI	42%HJ	27%	30%	24%	39%n	43%N	45%N	30%	44%PQ	33%	28%	43%	37%	45%	44%	42%
Total: Freesat	33	17	16	3	2	4	2	11	11	6	5	4	15	7	7	18	5	10	6	27	4	3	2
	3%	3%	3%	2%	1%	2%	1%	7%df	6%df	6%	6%df	2%	5%	3%	2%	3%	2%	6%	2%	4%	3%	3%	2%
Total: Paysat	350	175	174	48	60	78	66	55	41	25	16	71	116	85	78	234	76	40	122	228	67	44	52
	35%	36%	34%	34%hj	36%HI	43%HI	43%HI	34%HJ	21%	24%	18%	36%n	38%N	41%N	26%	41%PQ	30%	23%	40%rs	33%	43%rs	40%	39%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v

* small base

Q.3 Which, if any, of the following types of television does your household receive at the moment?
 Base: All adults

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
Total: Freeview	392 39%	179 37%	213 41%	40 29%	42 25%	76 41% ^d	60 39% ^d	75 46% ^{CD}	99 51% ^{CD}	50 47% ^{CD}	49 55% ^{CD}	89 45% ^{kl}	100 33%	79 38%	125 42% ^{kl}	205 36%	92 37%	96 54% ^{OP}	101 33%	291 42% ^r	51 33%	38 35%	46 34%
No TV in household	35 4%	26 5% ^B	9 2%	8 6% ^{ah}	18 11% ^{EFG}	3 2%	4 3%	2 1%	*	-	*	8 4%	13 4%	4 2%	10 4%	14 2%	20 8% ^{OO}	2 1%	8 3%	27 4%	5 3%	3 3%	2 1%
Don't know	8 1%	2 *	6 1%	-	1 *	2 1%	-	1 1%	4 2%	1 1%	3 3% ^{cf}	1 *	2 1%	1 *	5 2%	3 1%	1 1%	3 2%	2 1%	6 1%	-	1 1%	1 1%

Q.3 Which, if any, of the following types of television does your household receive at the moment?
Base: All adults

	ETHNICITY						GOVERNMENT REGION										LANDLINE AT HOME (Q.1)	
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wales (m)	Scotland (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1007	808	78	117	39	124	81	65	117	87	126	147	105	50	66	891	858	149
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
Only terrestrial TV (Channels 1-4/1-5)	53 5%	37 5%	5 7%	11 9%a	1 2%	2 1%	4 4%	2 3%	13 11%El m	8 10%el	10 8%el	9 6%	2 2%	- -	3 5%	50 6%	44 5%	9 6%
Cable TV (through Virgin Media (previously NTL/Telewest))	180 18%	140 17%	18 24%	21 18%	11 26%	24 19%IM	18 19%IM	15 24%jL M	31 25%ij LM	10 12%im	15 12%im	32 23%jLM	7 7%	- -	18 27%ijLM	163 18%LM	166 19%q	15 10%
Satellite TV (Sky)	361 36%	302 37%b	18 24%	41 36%	18 40%	51 40%	31 32%	24 39%	43 35%	26 31%	36 30%	61 43%jn	38 40%	19 43%	17 25%	326 37%	340 40%Q	21 15%
Satellite TV (Other)	25 3%	16 2%	7 9%Ac	2 2%	- -	1 1%	1 1%	2 4%	2 2%	1 1%	5 4%	3 2%	5 5%	3 8%eo	1 2%	21 2%	23 3%	2 1%
Freeview (through a set-top box of digital television set) with ONLY free channels	347 35%	303 37%bC	18 25%	23 20%	9 20%	48 37%k	39 41%k	24 39%k	33 27%	29 35%	40 34%	34 24%	46 48%hJ KnO	25 57%eH ijKnO	21 31%	301 34%k	268 31%	79 54%P
Freeview (through a set-top box of digital television set) with free channels PLUS top-up channels such as Cartoon Network or the Discovery channel	47 5%	42 5%	3 5%	2 2%	3 7%	8 6%	6 6%	4 7%j	2 2%	1 1%	2 1%	8 6%	6 6%	1 2%	7 10%hij	40 4%	39 5%	8 5%
Digital TV via a broadband DSL line (from Tiscali TV, Kingston Communications or BT Vision)	14 1%	13 2%	- -	- -	- -	- -	1 1%	2 4%ej	4 3%	6 8%EJK InO	- -	1 *	- -	- -	- -	14 2%	14 2%	- -
Total: TV in household	957 96%	796 98%BC	61 84%	98 86%	42 95%	124 96%	89 94%	60 100%jn	118 96%	80 96%	107 91%	138 98%j	95 99%j n	43 100%j	62 92%	853 96%j	832 97%Q	125 87%
Total: Satellite	386 39%	318 39%	24 33%	43 38%	18 40%	52 41%	32 34%	26 43%	45 37%	27 32%	41 34%	63 45%n	43 45%n	22 51%n	18 27%	346 39%	363 43%Q	23 16%
Total: Freesat	33 3%	27 3%	4 5%	3 2%	2 4%	3 2%	- -	2 4%j	2 1%	3 4%j	- -	4 3%	8 8%Fh JKO	6 14%EFH JKO	3 5%j	24 3%	30 3%	3 2%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.3 Which, if any, of the following types of television does your household receive at the moment?

Base: All adults

	ETHNICITY				GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
Total: Paysat	350 35%	290 36%	19 26%	40 35%	16 36%	49 38% ⁿ	32 34%	24 39%	43 35%	23 28%	39 33%	58 41% ⁿ	35 36%	16 37%	15 23%	319 36% ⁿ	330 39% ^Q	20 14%
Total: Freeview	392 39%	344 42% ^{bC}	22 30%	25 22%	12 28%	56 43% ^{hk}	44 47% ^{hk}	28 46% ^{hk}	34 27%	30 36%	42 35%	42 30%	52 54% ^{HI} JKO	26 59% ^{HI} JKO	27 41%	339 38% ^h	306 36%	87 60% ^P
No TV in household	35 4%	9 1%	11 15% ^A	15 13% ^A	2 5%	4 3%	5 5%	-	5 4%	3 3%	8 7% ^{gk}	2 2%	1 1%	-	5 7%	30 3%	17 2%	18 12% ^P
Don't know	8 1%	4 1%	1 1%	2 2%	-	1 1%	1 1%	-	-	1 1%	3 3%	1 1%	-	-	1 1%	7 1%	6 1%	1 1%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.3 Which, if any, of the following types of television does your household receive at the moment?

Base: All adults

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Cont- ract (b)	Pre- pay (c)	Other (d)	None (e)
Unweighted Base	1007	874	394	478	9	133
Weighted Base	1000	894	443	445	13**	106
Only terrestrial TV (Channels 1-41-5)	53 5%	44 5%	17 4%	27 6%	1 7%	9 8%b
Cable TV (through Virgin Media (previously NTL/Telewest))	180 18%	162 18% <i>C</i>	107 24% <i>aC</i>	52 12%	4 28%	18 17%
Satellite TV (Sky)	361 36%	330 37% <i>c</i>	190 43% <i>Ce</i>	138 31%	5 40%	31 29%
Satellite TV (Other)	25 3%	23 3%	12 3%	13 3%	-	2 2%
Freeview (through a set- top box of digital television set) with ONLY free channels	347 35%	302 34% <i>b</i>	122 28%	179 40% <i>aB</i>	5 39%	44 42% <i>B</i>
Freeview (through a set- top box of digital television set) with free channels PLUS top- up channels such as Cartoon Network or the Discovery channel	47 5%	39 4%	14 3%	27 6%	-	9 8% <i>b</i>
Digital TV via a broadband DSL line (from Tiscali TV, Kingston Communications or BT Vision)	14 1%	14 2%	11 2% <i>c</i>	3 1%	-	-
Total: TV in household	957 96%	852 95%	429 97%	417 94%	13 100%	105 99% <i>c</i>
Total: Satellite	386 39%	353 40%	202 46% <i>CE</i>	151 34%	5 40%	33 31%
Total: Freesat	33 3%	29 3%	14 3%	17 4%	-	4 4%
Total: Paysat	350 35%	321 36% <i>c</i>	186 42% <i>CE</i>	133 30%	5 40%	28 27%
Total: Freeview	392 39%	339 38% <i>b</i>	135 30%	204 46% <i>AB</i>	5 39%	53 50% <i>aB</i>

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.3 Which, if any, of the following types of television does your household receive at the moment?
Base: All adults

	Total	TYPE OF MOBILE (Q.2)				None (e)
		Total (a)	Cont- ract (b)	Pre- pay (c)	Other (d)	
Weighted Base	1000	894	443	445	13**	106
No TV in household	35 4%	35 4%e	15 3%	22 5%e	-	-
Don't know	8 1%	6 1%	-	6 1%b	-	1 1%b

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.3 Which, if any, of the following types of television does your household receive at the moment?

Base: All adults

	TYPE OF INTERNET (Q.2a)						
	Total	Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	1007	693	9	668	13	5	314
Weighted Base	1000	733	9**	710	12**	6**	267
Only terrestrial TV (Channels 1-41-5)	53 5%	31 4%	-	29 4%	1 6%	1 22%	22 8%aC
Cable TV (through Virgin Media (previously NTL/Telewest))	180 18%	153 21%F	1 10%	151 21%F	-	2 33%	27 10%
Satellite TV (Sky)	361 36%	301 41%F	2 25%	296 42%F	1 12%	1 23%	61 23%
Satellite TV (Other)	25 3%	20 3%	-	20 3%	2 14%	-	5 2%
Freeview (through a set-top box of digital television set) with ONLY free channels	347 35%	226 31%	4 46%	211 30%	10 83%	3 45%	121 45%AC
Freeview (through a set-top box of digital television set) with free channels PLUS top-up channels such as Cartoon Network or the Discovery channel	47 5%	27 4%	* 5%	26 4%	2 18%	-	20 7%ac
Digital TV via a broadband DSL line (from Tiscali TV, Kingston Communications or BT Vision)	14 1%	12 2%	-	12 2%	-	-	2 1%
Total: TV in household	957 96%	710 97%F	7 81%	688 97%F	12 100%	4 78%	248 93%
Total: Satellite	386 39%	320 44%F	2 25%	315 44%F	3 25%	1 23%	66 25%
Total: Freesat	33 3%	26 4%	-	26 4%	2 14%	-	7 3%
Total: Paysat	350 35%	293 40%F	2 25%	288 41%F	1 12%	1 23%	57 21%
Total: Freeview	392 39%	251 34%	4 51%	236 33%	10 87%	3 45%	141 53%AC

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.3 Which, if any, of the following types of television does your household receive at the moment?
 Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Weighted Base	1000	733	9**	710	12**	6**	267
No TV in household	35 4%	21 3%	2 19%	19 3%	-	1 22%	14 5%
Don't know	8 1%	2 *	-	2 *	-	-	5 2%ac

Q.3 Which, if any, of the following types of television does your household receive at the moment?
Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1007	55	178	374	39	331	409	813	471	23	71	80	86	82	194
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
Only terrestrial TV (Channels 1-41-5)	53 5%	53 100%BCD EF	-	-	-	-	-	39 5%	25 5%	1 8%	1 1%	6 8%	3 4%	3 3%	14 7%
Cable TV (through Virgin Media (previously NTL/Telewest))	180 18%	-	180 100%ACDEF	6 2%	1 3%	5 2%	17 4%ce	147 18%	81 17%	3 13%	19 24%	12 15%	21 26%	12 15%	33 18%
Satellite TV (Sky)	361 36%	-	5 3%	361 94%AB DF	17 52%AB F	342 98%AB cdF	41 10%ab	292 36%	172 36%	6 30%	34 44%	31 39%	25 31%	25 31%	69 37%
Satellite TV (Other)	25 3%	-	1 1%	25 6%Be F	16 48%ABC EF	8 2%	5 1%	22 3%	13 3%	3 14%	2 3%	1 2%	- 1%	3 3%	3 1%
Freeview (through a set-top box of digital television set) with ONLY free channels	347 35%	-	12 7%	40 10%a	5 16%A	34 10%a	347 88%AB CDE	295 36%	183 38%n	8 41%	26 33%	24 31%	32 40%	22 28%	52 28%
Freeview (through a set-top box of digital television set) with free channels PLUS top-up channels such as Cartoon Network or the Discovery channel	47 5%	-	5 3%	7 2%	2 5%	6 2%	47 12%ABC E	41 5%	29 6%	1 5%	1 1%	3 4%	3 4%	4 5%	7 4%
Digital TV via a broadband DSL line (from Tiscali TV, Kingston Communications or BT Vision)	14 1%	-	-	-	-	-	2 *	14 2%	4 1%	-	-	1 1%	3 4%hn	7 8%GHJ KN	-
Total: TV in household	957 96%	53 100%	180 100%	386 100%	33 100%	350 100%	392 100%	788 97%MN	467 97%MN	18 95%	76 99%lm	75 96%	80 99%lmn	72 90%	169 92%
Total: Satellite	386 39%	-	6 3%	386 100%A BF	33 100%A BF	350 100%AB F	45 12%ab	315 39%	185 39%	9 44%	36 47%	32 41%	26 32%	27 34%	72 39%
Total: Freesat	33 3%	-	1 1%	33 9%B EF	33 100%ABC EF	-	5 1%e	29 4%	20 4%	1 3%	3 4%	2 3%	1 2%	1 2%	4 2%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.3 Which, if any, of the following types of television does your household receive at the moment?
Base: All adults

	Total	TV PLATFORM(Q.3)					HOW OFTEN LISTEN TO RADIO (Q.4)								
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
Total: Paysat	350 35%	-	5 3%	350 90%ABD F	-	350 100%AB CDF	40 10%aB	282 35%	164 34%	8 41%	33 43%	28 36%	24 30%	25 31%	68 37%
Total: Freeview	392 39%	-	17 9%	45 12%a	5 16%A	40 11%a	392 100%AB CDE	334 41%n	210 44%N	9 46%	27 35%	27 35%	35 43%	26 32%	58 32%
No TV in household	35 4%	-	-	-	-	-	-	23 3%	12 2%	1 5%	-	3 3%	1 1%	7 9%GHJ I	12 7%ghj
Don't know	8 1%	-	-	-	-	-	-	4 1%	2 *	-	1 1%	1 1%	-	1 2%	3 2%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.3a Do you use your satellite television service to receive subscription channels or free-to-air services only?
 Base: All adults who receive satellite TV

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	374	190	184	48	59	74	59	65	69	41	28	61	107	96	110	237	81	56	122	252	66	49	53
Weighted Base	386	193	193	52*	63*	84*	68*	67*	53*	32**	21**	76*	131*	92*	87	254	83*	50*	130	257	71*	49*	56*
Receive subscription channels (pay a monthly subscription fee)	350	175	174	48	60	78	66	55	41	25	16	71	116	85	78	234	76	40	122	228	67	44	52
Free to air services only (no monthly subscription fee)	33	17	16	3	2	4	2	11	11	6	5	4	15	7	7	18	5	10	6	27	4	3	2
Don't know	4	1	2	1	-	1	-	1	1	1	-	1	-	-	2	2	2	-	1	2	-	1	1
	1%	1%	1%	2%	-	1%	-	1%	1%	2%	-	2%	-	-	3%	1%	2%	-	1%	1%	-	3%	2%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base; ** very small base (under 30) ineligible for sig testing

Q.3a Do you use your satellite television service to receive subscription channels or free-to-air services only?

Base: All adults who receive satellite TV

	ETHNICITY				GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	374	302	27	44	12	40	26	26	40	32	42	64	46	26	20	328	351	23
Weighted Base	386	318	24**	43*	18**	52*	32**	26**	45*	27**	41*	63*	43*	22**	18**	346	363	23**
Receive subscription channels (pay a monthly subscription fee)	350	290	19	40	16	49	32	24	43	23	39	58	35	16	15	319	330	20
	90%	91%	79%	92%	90%	94%	100%	91%	95%	87%	96% _d	92%	81%	72%	83%	92% _d	91%	86%
Free to air services only (no monthly subscription fee)	33	27	4	3	2	3	-	2	2	3	-	4	8	6	3	24	30	3
	9%	8%	16%	6%	10%	6%	-	9%	4%	13%	-	6%	19% _{h,j} kO	28%	17%	7%	8%	14%
Don't know	4	2	1	1	-	-	-	-	1	-	2	1	-	-	-	4	4	-
	1%	1%	5%	2%	-	-	-	-	2%	-	4%	2%	-	-	-	1%	1%	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.3a Do you use your satellite television service to receive subscription channels or free-to-air services only?

Base: All adults who receive satellite TV

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Cont- ract (b)	Pre- pay (c)	Other (d)	None (e)
Unweighted Base	374	337	181	156	3	37
Weighted Base	386	353	202	151	5**	33*
Receive subscription channels (pay a monthly subscription fee)	350 90%	321 91%	186 92%	133 88%	5 100%	28 88%
Free to air services only (no monthly subscription fee)	33 9%	29 8%	14 7%	17 12%	-	4 11%
Don't know	4 1%	3 1%	2 1%	1 -	-	1 3%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

* small base; ** very small base (under 30) ineligible for sig testing

Q.3a Do you use your satellite television service to receive subscription channels or free-to-air services only?

Base: All adults who receive satellite TV

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	374	303	3	296	3	2	71
Weighted Base	386	320	2**	315	3**	1**	66*
Receive subscription channels (pay a monthly subscription fee)	350 90%	293 91%	2 100%	288 91%	1 46%	1 100%	57 86%
Free to air services only (no monthly subscription fee)	33 9%	26 8%	-	26 8%	2 54%	-	7 11%
Don't know	4 1%	2	-	2	-	-	2 3%ac

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Q.3a Do you use your satellite television service to receive subscription channels or free-to-air services only?

Base: All adults who receive satellite TV

	Total	TV PLATFORM(Q.3)					HOW OFTEN LISTEN TO RADIO (Q.4)								
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	374	-	5	374	39	331	43	304	174	10	35	29	27	29	70
Weighted Base	386	**	6**	386	33*	350	45*	315	185	9**	36*	32**	26**	27**	72*
Receive subscription channels (pay a monthly subscription fee)	350 90%	-	5 85%	350 90%D	-	350 100%CD	40 88%D	282 90%	164 89%	8 92%	33 91%	28 88%	24 95%	25 90%	68 94%
Free to air services only (no monthly subscription fee)	33 9%	-	1 15%	33 9%E	33 100%CEF	-	5 12%E	29 9%	20 11%	1 8%	3 9%	2 7%	1 5%	1 5%	4 6%
Don't know	4 1%	-	-	4 1%	-	-	-	4 1%	1 *	-	-	2 5%	-	1 5%	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.4 During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via a mobile phone, television, personal stereo)?

Base: All adults

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1007	490	517	126	160	170	136	150	265	145	120	160	248	231	368	557	248	202	286	721	150	114	122
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
7 days a week	480 48%	219 45%	262 51%	49 35%	63 38%	94 51%cd	96 62%CD	88 54%CD	91 47%cd	51 48%	40 45%	119 61%N	156 51%N	106 52%N	99 34%	296 52%P	91 36%	93 52%P	142 47%	338 49%	65 42%	43 39%	63 48%
6 days a week	19 2%	12 2%	7 1%	- -	3 2%	4 2%	3 2%	3 2%	5 3%	4 4%cd	1 2%	3 2%	4 1%	3 2%	9 3%	14 2%	3 1%	2 1%	4 1%	15 2%	3 2%	1 -	1 1%
5 days a week	77 8%	49 10%b	28 5%	12 9%Hj	17 10%Hi	22 12%HIJ	12 8%hJ	10 6%hj	3 2%	2 1%	1 7%	13 7%	27 9%	19 9%	18 6%	54 10%q	16 6%	6 4%	22 7%	55 8%	15 10%	12 11%	6 5%
3-4 days a week	(3.5) 8%	78 9%	42 7%	16 11%f	13 8%	18 10%f	5 3%	10 6%	18 9%f	10 10%f	8 9%	11 6%	23 8%	20 10%	24 8%	42 7%	28 11%q	9 5%	25 8%	53 8%	8 5%	12 11%	13 10%
1-2 days a week	(1.5) 8%	81 9%	45 7%	16 11%e	17 10%e	6 3%	10 7%	16 10%e	16 8%e	7 7%	8 9%e	13 7%	20 7%	18 9%	29 10%	37 6%	27 11%	17 10%	22 7%	59 8%	14 9%	6 5%	11 8%
Less often	(0.5) 8%	40 8%	40 8%	19 14%F	12 7%F	16 9%F	3 2%	12 7%F	18 9%F	10 11%F	8 4%	26 9%	13 6%	33 11%k	36 6%	28 11%o	16 9%	29 10%	51 7%	13 8%	13 12%	18 14%sa	
Never/do not listen to the radio	(0) 17%	75 15%	99 19%	27 19%	40 24%eg	23 12%	23 15%	21 13%	40 20%e	20 19%	20 22%e	27 14%	43 14%	26 13%	79 27%KL	90 16%	53 21%	31 18%	56 18%	118 17%	36 23%	24 21%	18 14%
Total: Radio listener	815 82%	407 84%	409 79%	111 79%	125 75%	160 87%dh	129 84%	139 86%dj	151 78%	83 79%	68 76%	168 86%N	256 85%N	180 87%N	212 72%	479 84%p	192 77%	144 81%	244 80%	571 82%	117 75%	85 77%	112 85%
Don't know	10 1%	4 1%	7 1%	2 2%	1 1%	1 1%	1 1%	1 1%	4 2%	2 2%	2 2%	1 -	4 1%	1 -	5 2%	3 -	5 2%o	3 1%	3 1%	7 1%	3 2%	1 1%	2 2%
Mean score	4.34	4.32	4.36	3.54	3.76	4.79C	5.15C	4.67C	4.08	4.27	3.86	5.04N	4.59N	4.68N	3.38	4.65P	3.62	4.35p	4.21	4.40	3.93	3.82	4.23
Standard deviation	2.96	2.88	3.03	2.94	3.01	2.75	2.77	2.89	3.08	3.03	3.14	2.79	2.88	2.79	3.04	2.86	2.98	3.06	3.00	2.94	3.07	3.00	2.99
Standard error	0.09	0.13	0.13	0.27	0.24	0.21	0.24	0.24	0.19	0.25	0.29	0.22	0.18	0.18	0.16	0.12	0.19	0.22	0.18	0.11	0.25	0.28	0.27

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
* small base

Q.4 During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via a mobile phone, television, personal stereo)?

Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1007	808	78	117	39	124	81	65	117	87	126	147	105	50	66	891	858	149
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
7 days a week	480 48%	409 51%C	28 39%	41 36%	10 22%	61 47%	61 64%eh iJkNo	34 56%In	58 47%	39 47%	41 35%	69 49%j	60 62%eh JkNo	24 57%jn	24 36%	432 49%J	433 51%Q	47 32%
6 days a week	19 2%	16 2%	2 3%	1 1%	- -	- -	2 3%	1 1%	3 3%	4 4%e	5 4%el	3 2%	- -	1 3%	- -	18 2%	17 2%	2 1%
5 days a week	77 8%	70 9%	3 4%	4 3%	7 16%	6 5%	7 7%	6 10%	8 6%	9 11%	6 5%	13 10%	2 7%	6 4%	6 8%	70 8%	63 7%	14 9%
3-4 days a week	(3.5) 78 8%	58 7%	6 9%	14 12%	2 4%	7 5%	5 5%	3 5%	4 4%	8 9%	22 19%EFg HKLO	7 5%	6 6%	3 6%	12 18%efgHK IO	64 7%	70 8%	8 6%
1-2 days a week	(1.5) 81 8%	70 9%	6 8%	4 4%	7 17%	14 11%fn	2 2%	4 6%	11 9%	7 9%	6 5%	13 9%	9 9%	6 13%fn	1 1%	74 8%	67 8%	14 9%
Less often	(0.5) 80 8%	59 7%	9 12%	12 11%	5 11%	7 5%	6 6%	3 4%	11 9%	8 10%	9 7%	12 9%	8 8%	3 7%	9 14%	68 8%	68 8%	12 8%
Never/do not listen to the radio	(0) 174 17%	120 15%	17 23%	36 32%A	13 30%	33 26%fi kLmo	12 12%	10 17%	27 22%L	8 9%	21 18%l	22 15%	8 8%	5 11%	15 23%l	155 17%l	128 15%	47 32%P
Total: Radio listener	815 82%	682 84%C	55 76%	76 67%	31 70%	95 74%	83 88%ej	50 83%	96 78%	75 90%ej	89 76%	118 83%	88 92%EH Jno	38 89%e	52 77%	725 81%	719 84%Q	96 67%
Don't know	10 1%	8 1%	1 1%	2 2%	- -	- -	- -	- -	- -	1 1%	7 6%Eth IO	2 2%	- -	- -	- -	10 1%	9 1%	2 1%
Mean score	4.34	4.55bC	3.68	3.33	2.80	3.95	5.27E hJkNo	4.84n	4.07	4.61	3.97	4.42	5.08E hJNo	4.78	3.65	4.37	4.53Q	3.24
Standard deviation	2.96	2.89	3.09	3.12	2.84	3.15	2.70	2.88	3.12	2.75	2.85	2.95	2.73	2.86	2.96	2.96	2.90	3.07
Standard error	0.09	0.10	0.35	0.29	0.46	0.28	0.30	0.36	0.29	0.30	0.26	0.24	0.27	0.40	0.36	0.10	0.10	0.25

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.4 During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via a mobile phone, television, personal stereo)?

Base: All adults

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Cont- ract (b)	Pre- pay (c)	Other (d)	None (e)
Unweighted Base	1007	874	394	478	9	133
Weighted Base	1000	894	443	445	13**	106
7 days a week	480 48%	437 49%	235 53%ce	196 44%	10 83%	44 41%
6 days a week	19 2%	17 2%	5 1%	11 2%	1 7%	3 2%
5 days a week	77 8%	75 8%E	48 11%cE	27 6%e	1 10%	1 1%
3-4 days a week	(3.5) 78 8%	66 7%	31 7%	35 8%	-	13 12%
1-2 days a week	(1.5) 81 8%	70 8%	29 6%	41 9%	-	11 10%
Less often	(0.5) 80 8%	69 8%	34 8%	35 8%	-	11 11%
Never/do not listen to the radio	(0) 174 17%	152 17%	56 13%	97 22%aB	-	22 21%b
Total: Radio listener	815 82%	733 82%	381 86%Ce	345 77%	13 100%	82 77%
Don't know	10 1%	9 1%	6 1%	3 1%	-	2 2%
Mean score	4.34	4.41c	4.75C	4.01	6.73	3.77
Standard deviation	2.96	2.94	2.81	3.05	0.65	3.05
Standard error	0.09	0.10	0.14	0.14	0.22	0.27

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.4 During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via a mobile phone, television, personal stereo)?

Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	1007	693	9	668	13	5	314
Weighted Base	1000	733	9**	710	12**	6**	267
7 days a week	480	374	7	361	5	3	106
	48%	51%F	85%	51%F	45%	55%	40%
6 days a week	19	14	-	14	-	-	6
	2%	2%	-	2%	-	-	2%
5 days a week	77	65	-	65	-	-	12
	8%	9%†	-	9%†	-	-	4%
3-4 days a week	(3.5)	78	58	58	-	1	20
	8%	8%	-	8%	-	11%	7%
1-2 days a week	(1.5)	81	56	54	1	-	25
	8%	8%	-	8%	12%	-	9%
Less often	(0.5)	80	51	51	-	-	29
	8%	7%	5%	7%	-	-	11%
Never/do not listen to the radio	(0)	174	107	101	3	2	67
	17%	15%	10%	14%	29%	34%	25%AC
Total: Radio listener	815	618	8	603	7	4	198
	82%	84%F	90%	85%F	56%	66%	74%
Don't know	10	8	-	6	2	-	3
	1%	1%	-	1%	15%	-	1%
Mean score	4.34	4.60F	6.01	4.61F	3.87	4.25	3.63
Standard deviation	2.96	2.86	2.56	2.85	3.49	3.53	3.10
Standard error	0.09	0.11	0.85	0.11	1.05	1.58	0.18

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.4 During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via a mobile phone, television, personal stereo)?

Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1007	55	178	374	39	331	409	813	471	23	71	80	86	82	194
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
7 days a week	480 48%	25 47%	81 45%	185 48%	20 61%	164 47%	210 54%	480 59% KLMN	480 100% GJK LMN	-	-	-	-	-	-
6 days a week	19 2%	1 3%	3 1%	9 2%	1 2%	8 2%	9 2%	19 2% H	-	19 100%	-	-	-	-	-
5 days a week	77 8%	1 2%	19 10%	36 9%	3 10%	33 9%	27 7%	77 9% HKL mN	-	-	77 100% GHK LMN	-	-	-	-
3-4 days a week	(3.5) 78 8%	6 12%	12 7%	32 8%	2 7%	28 8%	27 7%	78 10% HIL mN	-	-	-	78 100% GHJ LMN	-	-	-
1-2 days a week	(1.5) 81 8%	3 6%	21 12%	26 7%	1 4%	24 7%	35 9%	81 10% HJK MN	-	-	-	-	81 100% GHJ KMN	-	-
Less often	(0.5) 80 8%	3 5%	12 7%	27 7%	1 4%	25 7%	26 7%	80 10% HJK LN	-	-	-	-	-	80 100% GHJ KLN	-
Never/do not listen to the radio	(0) 174 17%	14 26%	32 17%	67 17%	4 12%	63 18%	55 14%	-	-	-	-	-	-	-	174 94% GHJKLM
Total: Radio listener	815 82%	39 74%	147 82%	315 81%	29 88%	282 81%	334 85%	815 100% N	480 100% N	19 100%	77 100% N	78 100% N	81 100% N	80 100% N	-
Don't know	10 1%	-	2 1%	5 1%	-	5 1%	4 1%	4 -	4 -	-	-	-	-	-	10 6% GHkl
Mean score	4.34	4.07	4.21	4.43	5.20	4.37	4.68	5.27K LMN	7.00G	6.00	5.00	3.50	1.50	0.50	0.00
Standard deviation	2.96	3.12	2.94	2.92	2.69	2.93	2.87	2.39	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Standard error	0.09	0.42	0.22	0.15	0.43	0.16	0.14	0.08	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?
 Base: All adults

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1007	490	517	126	160	170	136	150	265	145	120	160	248	231	368	557	248	202	286	721	150	114	122
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
Being moved to a new landline supplier without agreeing to move	2	-	2	-	-	1	-	1	-	-	-	-	2	-	-	1	-	1	1	1	1	-	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	242	125	116	19	14	41	33	63	72	46	26	56	73	48	65	159	38	45	54	187	25	17	29
	24%	26%	23%	14%	8%	22%D	22%D	39%CD	37%CD	43%CD	29%CD	28%	24%	23%	22%	28%P	15%	25%p	18%	27%Rt	16%	15%	22%
Incorrect charges on your landline bill	18	12	6	2	7	2	3	2	2	2	-	2	8	2	6	10	7	2	9	10	4	5	4
	2%	3%	1%	1%	4%j	1%	2%	1%	1%	2%	-	1%	3%	1%	2%	2%	3%	1%	3%	1%	3%	4%k	3%
Being unable to afford a landline	10	3	7	2	1	2	3	1	2	2	-	-	2	3	5	2	4	5	5	6	3	2	2
	1%	1%	1%	2%	*	1%	2%	1%	1%	2%	-	-	1%	1%	2%	*	1%	3%O	2%	1%	2%	2%	2%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	210	99	111	9	24	47	36	46	47	28	19	54	65	44	47	139	31	40	63	147	34	23	30
	21%	20%	22%	7%	14%	25%Cd	24%C	29%CD	24%Cd	27%Cd	21%C	28%N	21%	21%	16%	24%P	13%	22%p	21%	21%	22%	21%	23%
Have received an unexpectedly high landline bill	31	15	16	3	5	6	5	5	7	5	2	5	11	4	10	21	7	4	10	21	3	4	6
	3%	3%	3%	2%	3%	3%	3%	3%	4%	5%	2%	3%	4%	2%	4%	4%	3%	2%	3%	3%	2%	3%	5%
Net: ONLY abandoned NOT silent	101	46	54	7	19	23	15	16	21	11	9	25	33	22	21	63	19	19	37	64	21	13	17
	10%	10%	11%	5%	11%	13%c	10%	10%	11%	11%	11%	13%	11%	10%	7%	11%	7%	11%	12%	9%	13%	12%	13%
Net: ONLY silent NOT abandoned	133	73	60	16	9	17	12	33	46	29	17	26	41	26	40	83	25	24	28	104	12	7	15
	13%	15%	12%	12%	5%	9%	8%	20%De	23%cD	27%CD	19%De	13%	14%	12%	13%	14%	10%	14%	9%	15%rtu	8%	7%	12%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Fe- male (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep- /Wid- /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
Net: Abandoned OR Silent	342 34%	172 35%	171 33%	26 18%	33 20%	64 35%CD	48 32%cd	79 49%CD eF	92 48%CD eF	57 54%CD EFj	36 40%CD	80 41%n	106 35%	70 34%	86 29%	221 39%P	57 23%	64 36%P	91 30%	251 36%	46 29%	30 27%	46 35%
Net: Abandoned AND Silent	109 11%	52 11%	57 11%	3 2%	5 3%	24 13%CD	21 14%CD	30 19%CD	26 13%CD	17 16%CD	9 11%cd	30 15%n	31 10%	23 11%	26 9%	76 13%P	13 5%	20 12%p	26 9%	83 12%	13 8%	9 9%	13 10%
Net: Any	365 36%	178 37%	187 36%	32 23%	39 24%	68 37%cd	49 32%	82 51%CD eF	94 49%CD eF	58 55%CD EFj	36 40%CD	83 43%n	113 37%	72 35%	97 33%	227 40%P	68 27%	69 39%p	103 34%	262 38%	53 34%	35 32%	49 37%
None of these	621 62%	300 62%	322 63%	102 73%GH lj	127 76%EG HIJ	113 61%gh I	104 68%GH I	78 48%	46 50%	52 44%	110 59%i	184 61%	133 65%	194 66%	340 59%	174 70%o	108 60%	197 65%	425 61%	102 65%	74 67%	81 61%	
Don't know	14 1%	7 2%	6 1%	6 5%df	1 1%	3 2%	- -	1 1%	2 1%	1 1%	1 1%	2 1%	5 2%	1 1%	5 2%	5 1%	8 3%o	1 1%	4 1%	10 1%	1 1%	1 1%	2 2%
Average no. of mentions	1.41	1.43	1.39	1.13	1.29	1.45	1.64d	1.44	1.38	1.42	1.31	1.41	1.42	1.43	1.38	1.46	1.27	1.39	1.38	1.42	1.32	1.40	1.45

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
* small base

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults

	ETHNICITY						GOVERNMENT REGION										LANDLINE AT HOME (Q.1)	
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1007	808	78	117	39	124	81	65	117	87	126	147	105	50	66	891	858	149
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
Being moved to a new landline supplier without agreeing to move	2	1	-	1	-	-	-	-	-	2	-	-	-	-	-	2	2	-
	*	*	-	1%	-	-	-	-	-	2%O	-	-	-	-	-	*	*	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	242	216	12	13	14	33	32	14	25	28	14	19	25	15	21	206	236	5
	24%	27% ^C	17%	11%	31%	26% ^{jk}	34% ^{JK}	24% ^j	21%	34% ^{JK}	12%	13%	27% ^{JK}	34% ^{JK}	31% ^{JK}	23% ^{JK}	28% ^Q	4%
Incorrect charges on your landline bill	18	9	4	6	1	4	1	1	-	5	3	2	-	-	2	17	17	1
	2%	1%	5% ^A	5% ^A	2%	3%	1%	2%	-	6% ^{hlo}	3%	1%	-	-	3%	2%	2%	1%
Being unable to afford a landline	10	7	-	3	1	3	2	1	1	-	-	1	1	1	-	10	3	7
	1%	1%	-	3%	3%	3%	2%	2%	1%	-	-	*	1%	1%	-	1%	*	5% ^P
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	210	171	18	20	5	27	36	15	17	22	17	15	17	21	16	172	207	3
	21%	21%	25%	18%	12%	21% ^{kk}	38% ^{EH}	25% ^K	14%	27% ^{hj}	14%	10%	18%	50% ^{Eg}	24% ^k	19% ^k	24% ^Q	2%
							JKLO			K				HJKL	nO			
Have received an unexpectedly high landline bill	31	24	1	6	1	5	5	*	1	5	2	2	2	4	4	24	30	1
	3%	3%	2%	5%	1%	4%	5%	1%	1%	6%	2%	2%	2%	9% ^{ghj}	5%	3%	4%	1%
														ko				
Net: ONLY abandoned NOT silent	101	80	7	13	2	12	19	7	7	11	6	10	9	10	7	84	100	1
	10%	10%	10%	12%	5%	10%	20% ^{HJ}	12%	10%	14% ^j	5%	7%	9%	22% ^{eH}	10%	9%	12% ^Q	1%
							KO							JKIO				
Net: ONLY silent NOT abandoned	133	125	2	5	11	19	15	7	15	17	3	14	17	3	11	118	129	3
	13%	15% ^{BC}	2%	5%	24%	15% ^J	16% ^J	11% ^j	13% ^J	21% ^{JK}	3%	10% ^j	18% ^J	7%	17% ^J	13% ^J	15% ^Q	2%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
Net: Abandoned OR Silent	342 34%	296 37% ^C	20 27%	26 23%	16 36%	45 35% ^{JK}	52 54% ^{eg} HJKIO	22 36% ^{JK}	33 27%	40 48% ^{HJ} Ko	20 17%	28 20%	34 36% ^{JK}	24 57% ^{eg} HJKIO	28 41% ^{JK}	290 33% ^{JK}	336 39% ^Q	6 4%
Net: Abandoned AND Silent	109 11%	91 11%	11 15%	7 6%	3 7%	14 11% ^{JK}	17 18% ^{Ko}	8 13% ^{JK}	10 8%	11 13% ^{JK}	11 9%	5 4%	8 9%	12 27% ^{EH} JKLO	10 14% ^K	88 10% ^{JK}	107 13% ^Q	2 1%
Net: Any	365 36%	307 38%	22 31%	35 30%	17 38%	47 37% ^{JK}	54 57% ^{eg} HJKIO	24 39% ^{JK}	34 28%	43 52% ^{HJ} KO	28 24%	29 20%	35 37% ^{JK}	25 58% ^{EH} JKIO	29 43% ^{JK}	311 35% ^{JK}	353 41% ^Q	12 8%
None of these	621 62%	493 61%	49 68%	76 66%	26 60%	80 62% ^{Fm}	39 41%	37 61% ^f	89 72% ^{FI} M	40 48%	85 72% ^{FI} M	112 79% ^{EF} gILMN O	57 59% ^f	18 42%	39 57%	565 63% ^{Fi} M	490 57%	131 91% ^P
Don't know	14 1%	9 1%	1 1%	4 3%	1 2%	1 1%	2 2%	-	-	-	5 4% ^{ho}	1 1%	3 4% ^h	-	-	14 2%	12 1%	2 1%
Average no. of mentions	1.41	1.40	1.59	1.42	1.32	1.52	1.40	1.38	1.32	1.41	1.39	1.32	1.29	1.63	1.49	1.38	1.41	1.52

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1007	874	394	478	9	133
Weighted Base	1000	894	443	445	13**	106
Being moved to a new landline supplier without agreeing to move	2 -	2 -	1 -	1 -	- -	- -
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	242 24%	212 24%	93 21%	113 25%	8 61%	29 28%
Incorrect charges on your landline bill	18 2%	18 2%	8 2%	10 2%	- -	1 1%
Being unable to afford a landline	10 1%	10 1%	3 1%	5 1%	2 15%	1 1%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	210 21%	186 21%	99 22%	84 19%	6 47%	23 22%
Have received an unexpectedly high landline bill	31 3%	29 3%	10 2%	16 4%	2 19%	2 2%
Net: ONLY abandoned NOT silent	101 10%	93 10%	54 12%	40 9%	2 15%	8 7%
Net: ONLY silent NOT abandoned	133 13%	119 13%	48 11%	69 15%	4 28%	14 13%
Net: Abandoned OR Silent	342 34%	305 34%	147 33%	153 34%	10 76%	37 35%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?
Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Weighted Base	1000	894	443	445	13**	106
Net: Abandoned AND Silent	109 11%	94 10%	45 10%	45 10%	4 32%	15 15%
Net: Any	365 36%	327 37%	154 35%	167 38%	10 76%	38 36%
None of these	621 62%	554 62%	283 64%	272 61%	2 17%	68 63%
Don't know	14 1%	13 1%	6 1%	5 1%	1 7%	1 1%
Average no. of mentions	1.41	1.40	1.38	1.38	1.87	1.49

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	1007	693	9	668	13	5	314
Weighted Base	1000	733	9**	710	12**	6**	267
Being moved to a new landline supplier without agreeing to move	2	2	-	2	-	-	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	242	192	3	187	3	1	50
	24%	26% ^f	39%	26% ^f	22%	12%	19%
Incorrect charges on your landline bill	18	17	-	16	1	-	2
	2%	2%	-	2%	4%	-	1%
Being unable to afford a landline	10	5	-	4	1	-	5
	1%	1%	-	1%	10%	-	2% ^c
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	210	161	2	158	-	1	49
	21%	22%	24%	22%	-	11%	18%
Have received an unexpectedly high landline bill	31	26	2	24	1	-	5
	3%	4%	22%	3%	4%	-	2%
Net: ONLY abandoned NOT silent	101	73	1	72	-	1	27
	10%	10%	11%	10%	-	11%	10%
Net: ONLY silent NOT abandoned	133	104	2	100	3	1	28
	13%	14%	27%	14%	22%	12%	11%
Net: Abandoned OR Silent	342	265	4	258	3	1	77
	34%	36% ^f	51%	36% ^f	22%	23%	29%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Weighted Base	1000	733	9**	710	12**	6**	267
Net: Abandoned AND Silent	109 11%	87 12%	1 13%	86 12%	-	-	22 8%
Net: Any	365 36%	282 39% ^f	5 62%	274 39% ^f	4 31%	1 23%	82 31%
None of these	621 62%	444 61%	3 38%	430 61%	8 69%	4 77%	178 66%
Don't know	14 1%	7 1%	-	7 1%	-	-	7 3% ^{ac}
Average no. of mentions	1.41	1.43	1.39	1.43	1.29	1.00	1.35

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1007	55	178	374	39	331	409	813	471	23	71	80	86	82	194
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
Being moved to a new landline supplier without agreeing to move	2	-	-	1	-	1	1	2	1	-	-	1	-	-	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	242	7	36	110	11	98	100	203	127	7	15	19	13	22	38
	24%	13%	20%	28%a	34%a	28%a	25%	25%	27%	34%	20%	25%	16%	27%	21%
Incorrect charges on your landline bill	18	4	3	9	-	9	3	15	7	1	2	-	4	1	3
	2%	7%F	2%	2%	-	2%	1%	2%	2%	5%	3%	-	5%h	1%	2%
Being unable to afford a landline	10	-	1	7	1	6	4	9	8	-	-	-	1	-	2
	1%	-	1%	2%	3%	2%	1%	1%	2%	-	-	-	1%	-	1%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	210	5	31	99	8	90	91	183	117	7	19	17	13	10	27
	21%	10%	17%	25%ab	24%	26%ab	23%	22%n	24%mn	36%	25%	22%	16%	13%	14%
Have received an unexpectedly high landline bill	31	2	8	15	-	15	8	29	16	1	1	3	3	5	3
	3%	3%	4%	4%	-	4%	2%	4%	3%	5%	1%	4%	4%	6%	1%
Net: ONLY abandoned NOT silent	101	4	14	48	4	44	43	88	61	2	9	4	8	5	12
	10%	8%	8%	13%	12%	13%	11%	11%	13%n	11%	11%	5%	10%	6%	7%
Net: ONLY silent NOT abandoned	133	5	19	60	7	52	52	109	71	2	5	6	9	16	24
	13%	10%	11%	15%	22%	15%	13%	13%	15%	10%	6%	8%	11%	20%j	13%
Net: Abandoned OR Silent	342	11	50	158	15	142	143	292	188	9	24	23	21	26	51
	34%	20%	28%	41%aB	46%ab	41%aB	36%a	36%n	39%ln	46%	31%	30%	26%	33%	27%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	TV PLATFORM(Q.3)					HOW OFTEN LISTEN TO RADIO (Q.4)								
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
Net: Abandoned AND Silent	109 11%	1 2%	17 9%	50 13%	4 12%	46 13%	48 12%	95 12%	56 12%	5 25%	11 14%	13 17%ln	5 6%	5 7%	14 8%
Net: Any	365 36%	13 25%	56 31%	166 43%ab	16 49%a	149 43%ab	150 38%	310 38%ln	196 41%ln	9 46%	25 33%	26 33%	27 33%	27 34%	55 30%
None of these	621 62%	39 74%ce	121 67%ce	217 56%	17 51%	197 56%	237 61%	495 61%	280 58%	11 54%	51 67%	52 66%	51 63%	50 63%	126 68%h
Don't know	14 1%	1 2%	3 2%	3 1%	-	3 1%	5 1%	10 1%	4 1%	-	-	1 1%	3 4%h	2 3%	4 2%
Average no. of mentions	1.41	1.35	1.41	1.45	1.24	1.47	1.38	1.42	1.41	1.76	1.46	1.57	1.26	1.36	1.33

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?
 Base: All adults who have a landline phone at home

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	858	415	443	87	121	140	118	134	258	140	118	150	221	208	279	508	179	171	233	625	117	92	110
Weighted Base	855	406	450	100*	131	158	133	144	189	102	87	183	268	182	223	523	185	147	257	599	127*	92*	120*
Being moved to a new landline supplier without agreeing to move	2	-	2	-	-	1	-	1	-	-	-	-	2	-	-	1	-	1	1	1	1	-	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	236	120	116	17	14	41	31	63	71	45	26	56	69	46	65	157	36	43	52	184	25	17	26
	28%	30%	26%	17%	11%	26%D	24%d	43%CD	37%CD	44%CD	30%D	30%	26%	26%	29%	30%p	19%	29%p	20%	31%Ru	20%	18%	22%
Incorrect charges on your landline bill	17	11	6	2	7	2	3	1	2	2	-	2	8	2	4	10	5	2	8	9	4	4	4
	2%	3%	1%	2%	5%ghj	1%	2%	1%	1%	2%	-	1%	3%	1%	2%	2%	3%	1%	3%	1%	3%	5%	4%
Being unable to afford a landline	3	-	3	1	-	1	1	-	1	1	-	-	1	-	2	1	1	1	2	1	2	1	1
	*	-	1%	1%	-	1%	1%	-	1%	1%	-	-	*	-	1%	*	1%	1%	1%	*	1%	1%	1%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	207	96	111	8	24	47	34	46	47	28	19	54	65	42	46	139	30	38	63	144	34	23	30
	24%	24%	25%	8%	18%	30%Cd	26%C	32%Cd	25%C	28%C	22%c	30%n	24%	23%	20%	26%p	16%	26%p	25%	24%	27%	25%	25%
Have received an unexpectedly high landline bill	30	14	16	3	4	6	5	5	7	5	2	5	11	4	10	21	6	3	10	20	3	3	6
	4%	4%	4%	3%	3%	4%	4%	3%	4%	5%	2%	3%	4%	2%	4%	4%	3%	2%	4%	3%	2%	4%	5%
Net: ONLY abandoned NOT silent	100	45	54	6	19	23	15	16	21	11	9	25	33	22	20	63	18	19	37	63	21	13	17
	12%	11%	12%	6%	14%	15%	11%	11%	11%	11%	11%	13%	12%	12%	9%	12%	9%	13%	14%	10%	16%	15%	14%
Net: ONLY silent NOT abandoned	129	70	60	14	9	17	12	33	44	28	17	26	38	26	40	82	23	24	26	103	12	7	13
	15%	17%	13%	14%	7%	11%	9%	23%De	24%DE	27%cD	19%Df	14%	14%	14%	18%	16%	13%	17%	10%	17%ru	9%	8%	11%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults who have a landline phone at home

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	855	406	450	100*	131	158	133	144	189	102	87	183	268	182	223	523	185	147	257	599	127*	92*	120*
Net: Abandoned OR Silent	336 39%	166 41%	171 38%	23 23%	33 25%	64 41%cd	46 35%	79 55%CD eFj	91 48%CD f	56 55%CD eFj	36 41%cd	80 44%	103 38%	68 37%	85 38%	220 42%P	54 29%	62 43%p	89 35%	247 41%	46 36%	30 33%	44 38%
Net: Abandoned AND Silent	107 13%	50 12%	57 13%	3 3%	5 4%	24 15%CD	19 15%cd	30 21%CD j	26 14%CD j	17 16%CD	9 11%cd	30 16%	31 12%	21 11%	26 11%	76 14%p	13 7%	19 13%	26 10%	81 14%	13 10%	9 10%	13 11%
Net: Any	353 41%	171 42%	182 41%	27 27%	39 30%	67 42%cd	47 36%	80 56%CD eFj	93 49%CD f	57 56%CD eFj	36 41%	83 46%	109 41%	69 38%	92 41%	226 43%p	61 33%	65 44%p	98 38%	255 43%	51 40%	34 37%	46 38%
None of these	490 57%	229 56%	261 58%	67 67%Gh I	91 70%eG HI	89 56%	85 64%Gh I	63 44%	94 50%	44 43%	50 58%gl	97 53%	154 58%	112 62%	127 57%	293 56%	117 63%	80 55%	155 60%	335 56%	74 59%	56 61%	72 60%
Don't know	12 1%	6 2%	6 1%	5 5%f	1 1%	3 2%	-	1 1%	2 1%	1 1%	1 1%	2 1%	4 2%	1 1%	4 2%	4 1%	7 4%O	1 1%	4 1%	8 1%	1 1%	1 1%	2 2%
Average no. of mentions	1.41	1.42	1.39	1.16	1.26	1.46	1.58d	1.45	1.37	1.42	1.31	1.41	1.42	1.39	1.39	1.45	1.28	1.36	1.39	1.41	1.33	1.38	1.49

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v

* small base

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults who have a landline phone at home

	ETHNICITY															GOVERNMENT REGION					LANDLINE AT HOME (Q.1)	
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)				
Unweighted Base	858	701	62	92	31	88	71	55	102	77	108	125	99	44	58	756	858	-				
Weighted Base	855	705	57*	90*	36**	95*	84*	52*	107*	70*	103	122	91*	37*	59*	759	855	**				
Being moved to a new landline supplier without agreeing to move	2	1	-	1	-	-	-	-	-	-	2	-	-	-	-	2	2	-				
	*	*	-	1%	-	-	-	-	-	-	2%o	-	-	-	-	*	*	-				
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	236	211	12	13	14	31	31	14	23	28	14	19	25	15	21	201	236	-				
	28%	30%C	22%	14%	39%	33%JK	37%JK	28%j	22%	41%hJ Ko	14%	15%	28%jk	40%JK	35%JK	26%Jk	28%	-				
Incorrect charges on your landline bill	17	9	4	5	1	4	1	1	-	5	2	1	-	-	2	15	17	-				
	2%	1%	7%A	5%a	2%	4%	1%	2%	-	8%hkl o	2%	1%	-	-	3%	2%	2%	-				
Being unable to afford a landline	3	1	-	2	1	1	1	-	1	-	-	-	-	-	-	3	3	-				
	*	*	-	2%a	4%	1%	1%	-	1%	-	-	-	-	-	-	*	*	-				
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	207	169	18	20	5	24	36	15	17	22	17	15	17	21	16	169	207	-				
	24%	24%	31%	23%	15%	25%k	43%eH JKLO	29%K	16%	32%hj K	17%	12%	19%	57%Eg HIJKL NO	28%k	22%k	24%	-				
Have received an unexpectedly high landline bill	30	24	1	5	1	5	5	-	1	5	2	2	2	4	4	23	30	-				
	4%	3%	3%	6%	1%	6%	6%	-	1%	7%	2%	1%	2%	11%ghj klo	6%	3%	4%	-				
Net: ONLY abandoned NOT silent	100	79	7	13	2	11	19	7	7	11	6	10	9	10	7	83	100	-				
	12%	11%	13%	15%	6%	12%	23%hJ KIO	14%	7%	16%j	6%	8%	10%	26%hJ KIO	12%	11%	12%	-				

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults who have a landline phone at home

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Weighted Base	855	705	57*	90*	36**	95*	84*	52*	107*	70*	103	122	91*	37*	59*	759	855	-**
Net: ONLY silent NOT abandoned	129 15%	121 17%Bc	2 3%	5 6%	11 30%	19 20%J	14 17%J	7 13%j	13 12%j	17 25%Jk	3 3%	14 11%j	17 19%J	3 8%	11 19%J	115 15%J	129 15%	-
Net: Abandoned OR Silent	336 39%	290 41%c	20 34%	26 29%	16 45%	43 45%hJ K	50 60%HJ KLO	22 42%Jk	31 29%	40 57%HJ KIO	20 20%	28 23%	34 38%Jk	24 65%gH JKLO	28 47%hJK	284 37%JK	336 39%	-
Net: Abandoned AND Silent	107 13%	89 13%	11 19%	7 8%	3 9%	12 13%k	17 20%Ko	8 15%k	10 9%	11 16%k	11 11%	5 4%	8 9%	12 31%eH JKLO	10 16%K	86 11%k	107 13%	-
Net: Any	353 41%	298 42%	22 39%	32 36%	17 46%	44 46%hJ K	53 63%gH JKLO	22 42%k	32 30%	43 62%gH JKLO	27 27%	28 23%	34 38%k	24 65%gH JKLO	29 48%hJK	300 40%JK	353 41%	-
None of these	490 57%	398 56%	35 61%	55 61%	18 51%	50 53%f	30 35%	30 58%fi m	75 70%eF IMn	26 38%	71 70%eF IMno	93 76%EF gILMN O	53 58%FI m	13 35%	30 52%	447 59%FI M	490 57%	-
Don't know	12 1%	9 1%	-	3 3%	1 3%	1 1%	1 2%	-	-	-	4 4%	1 1%	3 4%	-	-	12 2%	12 1%	-
Average no. of mentions	1.41	1.39	1.59	1.42	1.32	1.47	1.39	1.41	1.34	1.41	1.41	1.29	1.30	1.64	1.49	1.38	1.41	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults who have a landline phone at home

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	858	734	347	385	8	124
Weighted Base	855	757	396	357	11**	98
Being moved to a new landline supplier without agreeing to move	2	2	1	1	-	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	236 28%	207 27%	91 23%	112 31%b	6 53%	29 30%
Incorrect charges on your landline bill	17 2%	16 2%	8 2%	9 2%	-	1 1%
Being unable to afford a landline	3 *	2 *	1 *	2 1%	-	1 1%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	207 24%	183 24%	99 25%	83 23%	4 38%	23 24%
Have received an unexpectedly high landline bill	30 4%	28 4%	10 3%	15 4%	2 22%	2 2%
Net: ONLY abandoned NOT silent	100 12%	92 12%	54 14%	39 11%	2 18%	8 8%
Net: ONLY silent NOT abandoned	129 15%	115 15%	46 12%	67 19%b	4 34%	14 14%
Net: Abandoned OR Silent	336 39%	299 39%	144 36%	151 42%	8 71%	37 38%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?
 Base: All adults who have a landline phone at home

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Weighted Base	855	757	396	357	11**	98
Net: Abandoned AND Silent	107 13%	92 12%	45 11%	45 13%	2 20%	15 16%
Net: Any	353 41%	315 42%	150 38%	162 45%	8 71%	38 39%
None of these	490 57%	431 57%	240 61%	191 54%	2 20%	59 60%
Don't know	12 1%	11 1%	6 1%	4 1%	1 9%	1 1%
Average no. of mentions	1.41	1.40	1.39	1.38	1.59	1.49

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults who have a landline phone at home

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	858	632	8	619	2	4	226
Weighted Base	855	671	7**	659	3**	4**	184
Being moved to a new landline supplier without agreeing to move	2	2	-	2	-	-	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	236 28%	188 28%	3 49%	183 28%	3 100%	1 15%	48 26%
Incorrect charges on your landline bill	17 2%	15 2%	-	15 2%	-	-	2 1%
Being unable to afford a landline	3 -	2 -	-	2 -	-	-	1 1%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	207 24%	161 24%	2 30%	158 24%	-	1 15%	46 25%
Have received an unexpectedly high landline bill	30 4%	26 4%	2 28%	24 4%	-	-	4 2%
Net: ONLY abandoned NOT silent	100 12%	73 11%	1 14%	72 11%	-	1 15%	26 14%
Net: ONLY silent NOT abandoned	129 15%	101 15%	2 33%	97 15%	3 100%	1 15%	28 15%
Net: Abandoned OR Silent	336 39%	262 39%	4 63%	255 39%	3 100%	1 30%	74 40%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults who have a landline phone at home

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Weighted Base	855	671	7**	659	3**	4**	184
Net: Abandoned AND Silent	107 13%	87 13%	1 16%	86 13%	-	-	20 11%
Net: Any	353 41%	276 41%	5 77%	268 41%	3 100%	1 30%	77 42%
None of these	490 57%	388 58%	2 23%	384 58%	-	3 70%	102 55%
Don't know	12 1%	7 1%	-	7 1%	-	-	5 3%a
Average no. of mentions	1.41	1.43	1.39	1.43	1.00	1.00	1.32

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults who have a landline phone at home

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	858	44	162	351	35	312	321	713	423	20	59	71	72	68	145
Weighted Base	855	44**	166	363	30**	330	306	719	433	17**	63*	70*	67*	68*	136
Being moved to a new landline supplier without agreeing to move	2	-	-	1	-	1	1	2	1	-	-	1	-	-	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	236	7	36	106	11	94	99	200	124	7	15	19	13	22	36
Incorrect charges on your landline bill	17	4	3	9	-	9	1	14	7	1	1	-	4	1	3
Being unable to afford a landline	3	-	-	3	-	3	-	2	1	-	-	-	1	-	1
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	207	5	30	97	8	89	91	180	114	7	19	17	13	10	27
Have received an unexpectedly high landline bill	30	2	8	15	-	15	7	28	16	1	1	3	3	5	2
Net: ONLY abandoned NOT silent	100	4	13	48	4	44	43	87	60	2	9	4	8	5	12
Net: ONLY silent NOT abandoned	129	5	19	57	7	49	51	107	70	2	5	6	9	16	22
Net: Abandoned OR Silent	336	11	49	154	15	138	142	288	184	9	24	23	21	26	48

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.9 So, thinking about these issues related to landline phones, please tell me whether they have happened to you personally?

Base: All adults who have a landline phone at home

	Total	TV PLATFORM(Q.3)					HOW OFTEN LISTEN TO RADIO (Q.4)								
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Weighted Base	855	44**	166	363	30**	330	306	719	433	17**	63*	70*	67*	68*	136
Net: Abandoned AND Silent	107 13%	1 3%	17 10%	48 13%	4 13%	44 13%	48 16%	93 13%	55 13%	5 27%	11 17%	13 19%	5 7%	5 8%	14 11%
Net: Any	353 41%	13 30%	54 33%	160 44%b	15 51%	144 44%b	144 47%b	301 42%	188 43%	9 50%	24 39%	26 37%	27 40%	27 41%	52 38%
None of these	490 57%	30 68%	109 66%ceF	200 55%	15 49%	182 55%	157 51%	409 57%	242 56%	9 50%	39 61%	43 62%	37 56%	38 56%	82 60%
Don't know	12 1%	1 2%	3 2%	3 1%	-	3 1%	4 1%	9 1%	3 1%	-	-	1 2%	3 4%h	2 3%	3 2%
Average no. of mentions	1.41	1.35	1.42	1.44	1.26	1.46	1.38	1.42	1.41	1.76	1.47	1.57	1.26	1.36	1.33

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1007	490	517	126	160	170	136	150	265	145	120	160	248	231	368	557	248	202	286	721	150	114	122
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
Children overriding age controls and accessing adult content through mobile phones	5 1%	3 1%	3 *	- -	- -	2 1%	3 2%	- -	* *	* *	- -	2 1%	2 1%	- -	1 *	5 1%	- -	- -	5 2% ^S	- -	2 1% ^s	2 2% ^S	5 4% ^S
Being misled when taking out a new contract for a mobile phone	15 1%	4 1%	10 2%	1 *	3 2%	3 2%	3 2%	5 3% ^h	- -	- -	- -	1 *	5 2%	5 3%	3 1%	10 2%	1 *	4 2%	8 2%	7 1%	5 3%	4 4% ^s	4 3%
Incorrect charges on your mobile bill	17 2%	10 2%	8 1%	6 4% ^h	2 1%	5 2% ^h	3 2%	2 1%	- -	- -	- -	1 *	6 2%	5 3%	5 2%	12 2%	5 2%	1 *	10 3% ^s	7 1%	6 4% ^s	7 7% ^S	6 5% ^S
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	11 1%	4 1%	7 1%	2 1%	1 1%	4 2% ^h	1 1%	3 2% ^h	- -	- -	- -	2 1%	3 1%	2 1%	4 1%	9 2%	2 1%	- -	6 2%	6 1%	3 2%	5 4% ^S	5 3% ^s
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	19 2%	11 2%	7 1%	6 4%	3 2%	5 2%	3 2%	1 1%	1 1%	1 1%	- -	3 1%	8 3%	2 1%	5 2%	10 2%	8 3% ^q	- -	10 3%	9 1%	5 3%	4 4%	4 3%
Being charged for calls made on your mobile after it was stolen	5 *	3 1%	2 *	1 1%	- -	2 1%	- -	2 1%	- -	- -	- -	1 *	1 *	2 1%	1 *	4 1%	- -	1 1%	3 1%	2 *	1 *	2 2% ^s	3 2% ^s
Being charged for media content such as ring tones on your mobile but not receiving them	6 1%	3 1%	2 *	- -	2 1%	4 2%	- -	- -	- -	- -	- -	- -	2 1%	3 2%	1 *	4 1%	1 1%	- -	4 1%	1 *	2 1%	4 4% ^S	4 3% ^S

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v

* small base

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	SEX			AGE							SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD					
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	33 3%	15 3%	18 4%	3 2%	12 7% ^{HU}	9 5% ^{Hij}	5 3% ^h	5 3% ^h	* .	* .	- .	11 5% ⁿ	11 4%	6 3%	5 2%	23 4%	9 4%	2 1%	14 5%	20 3%	12 8% ^s	4 4%	2 2%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	37 4%	17 4%	19 4%	11 8% ^{HI}	8 5%	7 4%	6 4%	3 2%	2 1%	* .	2 2%	4 2%	11 3%	11 5%	11 4%	22 4%	11 5%	4 2%	15 5%	21 3%	8 5%	6 5%	8 6%
Net: ONLY abandoned NOT silent	30 3%	13 3%	16 3%	2 1%	10 6% ^{Hij}	9 5% ^{Hij}	5 3% ^h	4 2%	* .	* .	- .	10 5%	10 3%	5 2%	5 2%	19 3%	9 4%	2 1%	11 4%	19 3%	9 6%	4 3%	2 1%
Net: ONLY silent NOT abandoned	33 3%	15 3%	17 3%	10 7% ^{ghi}	5 3%	7 4%	6 4%	2 1%	2 1%	* .	2 1%	3 1%	9 3%	10 5%	11 4%	18 3%	11 5%	4 2%	12 4%	20 3%	5 3%	5 5%	8 6%
Net: Abandoned OR Silent	66 7%	30 6%	36 7%	13 9% ^{HI}	17 10% ^{Hij}	16 9% ^{Hij}	11 7% ^{hi}	7 4%	3 1%	1 1%	2 2%	13 7%	20 7%	16 8%	16 6%	41 7%	20 8% ^q	5 3%	26 9%	40 6%	17 11% ^s	10 9%	10 8%
Net: Abandoned AND Silent	4 .	2 .	2 .	1 .	2 1%	- .	- .	1 1%	- .	- .	- .	1 .	2 1%	1 .	1 .	4 1%	- .	- .	3 1%	1 .	3 2% ^S	1 .	1 .
Net: Any	106 11%	50 10%	56 11%	25 18% ^{gHI}	22 13% ^{HI}	22 12% ^{HI}	20 13% ^{HU}	13 8% ^{hi}	4 2%	2 2%	2 2%	18 9%	35 12%	24 12%	29 10%	64 11% ^q	33 13% ^q	10 5%	46 15% ^S	61 9%	27 17% ^S	15 14%	20 15% ^s
None of these	873 87%	429 88%	444 86%	114 81%	141 85%	159 86%	132 86%	145 90%	183 94% ^{CD}	99 94% ^{Cd}	84 94% ^{Cd}	176 90%	263 87%	179 87%	255 86%	493 86%	213 85%	167 94% ^{OP}	254 84%	619 89% ^{rt}	127 82%	93 84%	112 85%
Don't know	20 2%	6 1%	15 3%	1 1%	3 2%	4 2%	2 1%	3 2%	7 4%	4 4%	3 4%	2 1%	4 1%	3 1%	11 4%	15 3%	4 2%	2 1%	4 1%	16 2%	2 1%	3 2%	- .

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
* small base

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	SEX			AGE							SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD					
	Total	Male (a)	Fe- male (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
Average no. of mentions	1.39	1.40	1.38	1.15	1.40	1.83	1.17	1.53	1.10	1.19	1.00	1.29	1.43	1.54	1.29	1.55	1.16	1.13	1.64	1.20	1.59	2.58	2.00

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	ETHNICITY				GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1007	808	78	117	39	124	81	65	117	87	126	147	105	50	66	891	858	149
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
Children overriding age controls and accessing adult content through mobile phones	5 1%	3 *	1 1%	2 2%	- -	2 2%	2 2%	- -	- -	- -	- -	- -	- -	1 2%	1 1%	4 *	5 1%	- -
Being misled when taking out a new contract for a mobile phone	15 1%	11 1%	1 1%	3 2%	- -	2 2%	2 2%	2 4%	2 1%	2 2%	1 1%	1 *	2 2%	1 2%	- -	14 2%	14 2%	1 *
Incorrect charges on your mobile bill	17 2%	9 1%	2 3%	6 5%A	- -	6 5%klo	4 5%k	2 4%	2 2%	- -	1 1%	1 *	- -	1 2%	- -	17 2%	13 2%	5 3%
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	11 1%	6 1%	1 1%	5 4%A	1 2%	3 2%	3 3%	1 1%	- -	- -	1 *	1 *	1 1%	2 6%hij kO	- -	9 1%	8 1%	4 2%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	19 2%	12 1%	1 2%	5 5%a	- -	3 2%	1 1%	3 5%	4 3%	1 1%	2 2%	2 1%	2 2%	1 2%	- -	18 2%	12 1%	6 4%p
Being charged for calls made on your mobile after it was stolen	5 *	3 *	- -	2 1%	1 2%	2 1%	- -	1 1%	- -	- -	- -	1 *	- -	1 2%	- -	4 *	4 *	1 1%
Being charged for media content such as ring tones on your mobile but not receiving them	6 1%	1 *	- -	4 4%A	- -	2 1%	2 2%	- -	- -	- -	1 1%	1 *	1 1%	- -	- -	6 1%	4 1%	1 1%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	ETHNICITY				GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wales (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	33 3%	26 3%	2 3%	6 5%	4 9%	1 1%	4 4%	5 8% Kn	7 6% k	1 2%	3 3%	1 1%	4 5%	2 5%	-	31 4%	28 3%	5 4%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	37 4%	26 3%	3 4%	7 6%	1 2%	7 6%	3 3%	-	7 6%	3 3%	2 2%	5 4%	2 2%	5 12% gjk IO	2 3%	29 3%	29 3%	7 5%
Net: ONLY abandoned NOT silent	30 3%	23 3%	1 2%	5 4%	4 9%	1 1%	4 4%	5 8% eKn	5 4%	1 2%	2 2%	1 1%	4 5%	1 3%	-	28 3%	24 3%	5 4%
Net: ONLY silent NOT abandoned	33 3%	24 3%	2 3%	7 6%	1 2%	7 6%	2 2%	-	5 4%	3 3%	1 1%	5 4%	2 2%	4 10% gjl o	2 3%	27 3%	26 3%	7 5%
Net: Abandoned OR Silent	66 7%	49 6%	4 6%	12 11%	5 11%	8 7%	6 7%	5 8%	12 10%	4 5%	5 4%	6 4%	6 6%	6 15% jkn o	2 3%	58 6%	54 6%	12 9%
Net: Abandoned AND Silent	4 *	3 *	1 1%	1 *	-	-	1 1%	-	2 1%	-	1 1%	-	-	1 2%	-	3 *	4 *	-
Net: Any	106 11%	82 10%	8 11%	17 15%	6 13%	18 14% kn	9 10%	10 17% Kn	18 15% kn	7 8%	10 9%	7 5%	10 11%	9 20% KN	2 3%	96 11% k	82 10%	24 17% p
None of these	873 87%	716 88%	59 82%	94 82%	38 86%	108 84%	84 89%	50 82%	105 85%	73 88%	102 87%	131 93% eg m	85 88%	34 79%	64 95% gm	776 87%	756 88% q	118 81%
Don't know	20 2%	12 1%	5 7% A	4 3%	1 1%	2 2%	1 1%	1 1%	-	4 4% h	6 5% h	3 2%	1 1%	1 2%	1 2%	18 2%	18 2%	3 2%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)			
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
Average no. of mentions	1.39	1.20	1.34	2.34	1.16	1.55	2.19	1.40	1.18	1.00	1.07	1.57	1.17	1.63	1.20	1.37	1.44	1.22

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1007	874	394	478	9	133
Weighted Base	1000	894	443	445	13**	106
Children overriding age controls and accessing adult content through mobile phones	5 1%	5 1%	5 1%	* *	- -	- -
Being misled when taking out a new contract for a mobile phone	15 1%	15 2%	12 3% ^c	2 *	1 7%	- -
Incorrect charges on your mobile bill	17 2%	17 2%	13 3% ^c	3 1%	1 7%	- -
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	11 1%	11 1%	7 2%	3 1%	1 7%	- -
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	19 2%	19 2%	14 3%	5 1%	1 7%	- -
Being charged for calls made on your mobile after it was stolen	5 *	5 1%	3 1%	1 *	1 7%	- -
Being charged for media content such as ring tones on your mobile but not receiving them	6 1%	6 1%	4 1%	2 *	- -	- -

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Weighted Base	1000	894	443	445	13**	106
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	33 3%	33 4%ce	26 6%Ce	7 2%	1 7%	- -
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	37 4%	36 4%	19 4%	16 3%	1 7%	1 1%
Net: ONLY abandoned NOT silent	30 3%	30 3%	23 5%Ce	7 2%	- -	- -
Net: ONLY silent NOT abandoned	33 3%	32 4%	16 4%	16 3%	- -	1 1%
Net: Abandoned OR Silent	66 7%	65 7%e	42 9%cE	22 5%	1 7%	1 1%
Net: Abandoned AND Silent	4 *	4 *	3 1%	- -	1 7%	- -
Net: Any	106 11%	105 12%cE	73 16%aCE	33 8%e	1 7%	1 1%
None of these	873 87%	771 86%	363 82%	402 90%B	12 93%	102 96%AB
Don't know	20 2%	17 2%	7 2%	10 2%	- -	3 3%
Average no. of mentions	1.39	1.39	1.42	1.17	7.00	1.00

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	TYPE OF INTERNET (Q.2a)						
	Total	Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	1007	693	9	668	13	5	314
Weighted Base	1000	733	9**	710	12**	6**	267
Children overriding age controls and accessing adult content through mobile phones	5 1%	5 1%	* 5%	5 1%	-	-	-
Being misled when taking out a new contract for a mobile phone	15 1%	14 2%	-	14 2%	-	-	1 *
Incorrect charges on your mobile bill	17 2%	15 2%	-	14 2%	2 13%	-	2 1%
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	11 1%	9 1%	-	8 1%	1 4%	-	3 1%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	19 2%	16 2%	-	16 2%	2 18%	-	2 1%
Being charged for calls made on your mobile after it was stolen	5 *	3 *	-	3 *	-	-	2 1%
Being charged for media content such as ring tones on your mobile but not receiving them	6 1%	6 1%	-	5 1%	1 4%	-	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Weighted Base	1000	733	9**	710	12**	6**	267
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	33 3%	29 4%	- -	29 4%	- -	- -	4 2%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	37 4%	31 4%	1 16%	29 4%	1 4%	- -	5 2%
Net: ONLY abandoned NOT silent	30 3%	25 3%	- -	25 4%	- -	- -	4 2%
Net: ONLY silent NOT abandoned	33 3%	27 4%	1 16%	25 4%	1 4%	- -	5 2%
Net: Abandoned OR Silent	66 7%	57 8%f	1 16%	55 8%f	1 4%	- -	10 4%
Net: Abandoned AND Silent	4 -	4 1%	- -	4 1%	- -	- -	- -
Net: Any	106 11%	89 12%f	1 16%	86 12%f	3 26%	- -	18 7%
None of these	673 67%	631 86%	7 84%	611 86%	9 74%	6 100%	242 91%
Don't know	20 2%	13 2%	- -	13 2%	- -	- -	7 3%
Average no. of mentions	1.39	1.44	1.30	1.43	1.69	-	1.12

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1007	55	178	374	39	331	409	813	471	23	71	80	86	82	194
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
Children overriding age controls and accessing adult content through mobile phones	5 1%	-	2 1%	2 1%	-	2 1%	1 *	5 1%	3 1%	-	-	-	2 3%ghn	* 1%	-
Being misled when taking out a new contract for a mobile phone	15 1%	-	8 4%cef	4 1%	2 5%ef	3 1%	4 1%	11 1%	7 1%	1 5%	-	2 2%	-	2 2%	4 2%
Incorrect charges on your mobile bill	17 2%	2 4%	3 2%	8 2%	-	8 2%	7 2%	13 2%	10 2%	1 5%	-	2 2%	1 1%	-	5 2%
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	11 1%	-	2 1%	4 1%	1 3%	3 1%	6 2%	10 1%	4 1%	1 5%	-	2 2%	2 2%	2 2%	2 1%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	19 2%	1 2%	4 2%	9 2%	2 5%	7 2%	7 2%	15 2%	10 2%	1 5%	-	2 2%	2 3%	* 1%	3 2%
Being charged for calls made on your mobile after it was stolen	5 *	-	2 1%	1 *	-	1 *	3 1%	4 *	1 *	1 5%	-	2 2%h	-	1 1%	1 *
Being charged for media content such as ring tones on your mobile but not receiving them	6 1%	-	1 1%	2 *	-	2 1%	2 1%	5 1%	2 *	-	-	2 3%gh	1 1%	-	1 *

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	33 3%	- -	9 5%	16 4%	1 2%	15 4%	11 3%	31 4%	19 4%	2 9%	5 7%kn	- -	3 4%	1 1%	3 2%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	37 4%	2 4%	10 6%	14 4%	1 4%	13 4%	10 3%	25 3%	13 3%	2 9%	2 3%	4 5%	3 4%	2 2%	11 6%
Net: ONLY abandoned NOT silent	30 3%	- -	7 4%	15 4%	1 2%	14 4%	10 3%	29 4% _n	19 4% _n	- -	5 7%kn	- -	3 4% _n	1 1%	1 -
Net: ONLY silent NOT abandoned	33 3%	2 4%	8 5%	13 3%	1 4%	11 3%	10 2%	23 3%	13 3%	- -	2 3%	4 5%	3 4%	2 2%	9 5%
Net: Abandoned OR Silent	66 7%	2 4%	17 10%	28 7%	2 6%	27 8%	20 5%	54 7%	33 7%	2 9%	7 10%	4 5%	6 8%	3 3%	12 7%
Net: Abandoned AND Silent	4 *	- -	2 1%	1 *	- -	1 *	1 *	2 *	- -	2 9%	- -	- -	- -	- -	2 1% _h
Net: Any	106 11%	4 8%	32 17% _F	46 12%	5 16%	41 12%	33 8%	87 11%	56 12%	2 9%	7 10%	4 5%	12 15%	6 8%	19 10%
None of these	873 87%	46 87%	145 80%	335 87%	27 82%	305 87%	354 90% _B	713 87%	414 86%	18 91%	69 90%	70 89%	68 85%	74 92%	160 87%
Don't know	20 2%	3 5%	4 2%	5 1%	1 2%	4 1%	6 1%	15 2%	10 2%	- -	- -	4 6% _g	- 1%	- -	6 3%
Average no. of mentions	1.39	1.27	1.30	1.29	1.19	1.30	1.56	1.36	1.20	4.73	1.00	3.30	1.16	1.39	1.51

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults who use a Mobile phone

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Fe- male (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep- /Wid- /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	874	440	434	122	155	166	128	137	166	105	61	149	225	206	294	500	225	149	276	598	144	108	118
Weighted Base	894	446	447	137*	163	181	144	146	122	77*	44*	186	280	192	236	524	231	139	296	598	152	106*	129*
Children overriding age controls and accessing adult content through mobile phones	5 1%	3 1%	3 1%	- -	- -	2 1%	3 2%	- -	* *	* 1%	- -	2 1%	2 1%	- -	1 *	5 1%	- -	- -	5 2% ^S	- -	2 1% ^s	2 2% ^S	5 4% ^S
Being misled when taking out a new contract for a mobile phone	15 2%	4 1%	10 2%	1 *	3 2%	3 2%	3 2%	5 4% ^h	- -	- -	- -	1 *	5 2%	5 3%	3 1%	10 2%	1 *	4 3%	8 3%	7 1%	5 3%	4 4%	4 3%
Incorrect charges on your mobile bill	17 2%	10 2%	8 2%	6 5% ^h	2 1%	5 3%	3 2%	2 1%	- -	- -	- -	1 *	6 2%	5 3%	5 2%	12 2%	5 2%	1 *	10 3%	7 1%	6 4%	7 7% ^S	6 5% ^s
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	11 1%	4 1%	7 2%	2 1%	1 1%	4 2%	1 1%	3 2%	- -	- -	- -	2 1%	3 1%	2 1%	4 2%	9 2%	2 1%	- -	6 2%	6 1%	3 2%	5 4% ^s	5 3%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	19 2%	11 3%	7 2%	6 4%	3 2%	5 3%	3 2%	1 1%	1 1%	1 2%	- -	3 1%	8 3%	2 1%	5 2%	10 2%	8 4% ^q	- -	10 3%	9 1%	5 4%	4 4%	4 3%
Being charged for calls made on your mobile after it was stolen	5 1%	3 1%	2 *	1 1%	- -	2 1%	- -	2 1%	- -	- -	- -	1 *	1 *	2 1%	1 1%	4 1%	- -	1 1%	3 1%	2 *	1 *	2 2% ^s	3 2% ^s
Being charged for media content such as ring tones on your mobile but not receiving them	6 1%	3 1%	2 1%	- -	2 1%	4 2%	- -	- -	- -	- -	- -	- -	2 1%	3 2%	1 *	4 1%	1 1%	- -	4 1%	1 *	2 1%	4 4% ^S	4 3% ^S

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
* small base

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?
 Base: All adults who use a Mobile phone

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	894	446	447	137*	163	181	144	146	122	77*	44*	186	280	192	236	524	231	139	296	598	152	106*	129*
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	33 4%	15 3%	18 4%	3 2%	12 7%hi	9 5%h	5 3%	5 3%	*	*	-	11 6%	11 4%	6 3%	5 2%	23 4%	9 4%	2 1%	14 5%	20 3%	12 8% _s	4 4%	2 2%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	36 4%	17 4%	18 4%	11 8%ghi	8 5%	7 4%	6 4%	3 2%	1 1%	*	1 2%	4 2%	11 4%	11 6%	10 4%	22 4%	11 5%	3 2%	15 5%	20 3%	8 5%	6 6%	8 7%
Net: ONLY abandoned NOT silent	30 3%	13 3%	16 4%	2 2%	10 6%h	9 5%h	5 3%	4 3%	*	*	-	10 5%	10 3%	5 3%	5 2%	19 4%	9 4%	2 1%	11 4%	19 3%	9 6%	4 4%	2 1%
Net: ONLY silent NOT abandoned	32 4%	15 3%	16 4%	10 7%ghi	5 3%	7 4%	6 4%	2 1%	1 1%	*	1 2%	3 1%	9 3%	10 5%	10 4%	18 3%	11 5%	3 2%	12 4%	19 3%	5 3%	5 5%	8 6%
Net: Abandoned OR Silent	65 7%	30 7%	35 8%	13 9%hi	17 11%hi	16 9%hi	11 7%h	7 5%	2 1%	1 1%	1 2%	13 7%	20 7%	16 8%	15 7%	41 8%	20 9%q	4 3%	26 9%	39 7%	17 11%	10 9%	10 8%
Net: Abandoned AND Silent	4 *	2 *	2 *	1 *	2 1%	-	-	1 1%	-	-	-	1 *	2 1%	1 *	1 *	4 1%	-	-	3 1%	1 *	3 2% _s	1 *	1 *
Net: Any	105 12%	50 11%	55 12%	25 18%HI J	22 14%HI j	22 12%HI j	20 14%HIj	13 9%h	3 3%	2 2%	1 2%	18 10%	35 12%	24 13%	28 12%	64 12%	33 14%q	9 6%	46 15% _s	60 10%	27 18% _s	15 14%	20 16%
None of these	771 86%	392 88%	379 85%	111 81%	137 84%	155 86%	123 85%	131 90%	114 93%Cd f	73 94%cd	41 92%	167 90%	241 86%	165 86%	199 84%	447 85%	195 84%	129 93%op	246 83%	525 88%	123 81%	88 83%	109 84%
Don't know	17 2%	4 1%	13 3%	1 1%	3 2%	4 2%	2 1%	2 1%	5 4%	2 3%	3 6%cd	1 *	4 2%	3 2%	9 4%k	12 2%	3 1%	2 1%	4 1%	13 2%	2 1%	3 3%	-
Average no. of mentions	1.39	1.40	1.39	1.15	1.40	1.83	1.17	1.53	1.13	1.19	1.00	1.29	1.43	1.54	1.30	1.55	1.16	1.14	1.64	1.21	1.59	2.58	2.00

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults who use a Mobile phone

	ETHNICITY				GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	874	689	74	108	35	109	74	57	95	79	116	127	91	40	51	783	734	140
Weighted Base	894	712	69*	109*	41**	115*	90*	55*	104*	77*	111	124	85*	36*	57*	801	757	137
Children overriding age controls and accessing adult content through mobile phones	5 1%	3 *	1 1%	2 2%	- -	2 2%	2 2%	- -	- -	- -	- -	- -	- -	1 2%	1 1%	4 1%	5 1%	- -
Being misled when taking out a new contract for a mobile phone	15 2%	11 2%	1 1%	3 3%	- -	2 2%	2 2%	2 4%	2 2%	2 2%	1 1%	1 *	2 2%	1 3%	- -	14 2%	14 2%	1 *
Incorrect charges on your mobile bill	17 2%	9 1%	2 4%	6 5%a	- -	6 6%jkl o	4 5%	2 4%	2 2%	- -	1 1%	1 *	- -	1 3%	- -	17 2%	13 2%	5 3%
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	11 1%	6 1%	1 1%	5 4%A	1 2%	3 2%	3 3%	1 1%	- -	- -	1 *	1 *	1 1%	2 7%hij kO	- -	9 1%	8 1%	4 3%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	19 2%	12 2%	1 2%	5 5%a	- -	3 2%	1 1%	3 5%	4 4%	1 2%	2 2%	2 1%	2 3%	1 3%	- -	18 2%	12 2%	6 4%p
Being charged for calls made on your mobile after it was stolen	5 1%	3 *	- -	2 2%	1 2%	2 1%	- -	1 1%	- -	- -	- -	1 *	- -	1 3%	- -	4 *	4 *	1 1%
Being charged for media content such as ring tones on your mobile but not receiving them	6 1%	1 *	- -	4 4%A	- -	2 1%	2 2%	- -	- -	- -	1 1%	1 *	1 1%	- -	- -	6 1%	4 1%	1 1%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?
 Base: All adults who use a Mobile phone

	ETHNICITY						GOVERNMENT REGION										LANDLINE AT HOME (Q.1)	
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wales (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Weighted Base	894	712	69*	109*	41**	115*	90*	55*	104*	77*	111	124	85*	36*	57*	801	757	137
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	33 4%	26 4%	2 3%	6 5%	4 10%	1 1%	4 5%	5 9%ekn	7 7%ek	1 2%	3 3%	1 1%	4 5%	2 6%	-	31 4%	28 4%	5 4%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	36 4%	25 4%	3 4%	7 7%	1 2%	7 6%	3 3%	-	7 7%	3 3%	2 2%	4 3%	2 2%	5 14%GJ KIO	2 4%	28 4%	28 4%	7 5%
Net: ONLY abandoned NOT silent	30 3%	23 3%	1 2%	5 5%	4 10%	1 1%	4 4%	5 9%ekn	5 5%	1 2%	2 2%	1 1%	4 5%	1 4%	-	28 4%	24 3%	5 4%
Net: ONLY silent NOT abandoned	32 4%	23 3%	2 3%	7 6%	1 2%	7 6%	2 2%	-	5 5%	3 3%	1 1%	4 3%	2 2%	4 12%gJl o	2 4%	26 3%	25 3%	7 5%
Net: Abandoned OR Silent	65 7%	48 7%	4 6%	12 11%	5 12%	8 7%	6 7%	5 9%	12 12%	4 5%	5 4%	5 4%	6 7%	6 18%jk no	2 4%	57 7%	53 7%	12 9%
Net: Abandoned AND Silent	4 *	3 *	1 1%	1 *	-	-	1 1%	-	2 2%	-	1 1%	-	-	1 3%	-	3 *	4 *	-
Net: Any	105 12%	81 11%	8 12%	17 15%	6 14%	18 16%Kn	9 10%	10 18%Kn	18 18%Kn	7 9%	10 9%	6 5%	10 12%	9 24%jK No	2 4%	95 12%k	81 11%	24 18%p
None of these	771 86%	623 87%	56 81%	88 81%	36 86%	95 83%	79 88%	44 81%	86 82%	67 87%	96 86%	114 93%eg hM	74 88%	27 74%	53 94%un	691 86%	662 87%q	109 80%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q
 * small base; ** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults who use a Mobile phone

	ETHNICITY				GOVERNMENT REGION										LANDLINE AT HOME (Q.1)			
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Weighted Base	894	712	69*	109*	41**	115*	90*	55*	104*	77*	111	124	85*	36*	57*	801	757	137
Don't know	17 2%	9 1%	5 7%A	4 3%	-	2 1%	1 1%	1 1%	-	4 5%	5 4%	3 3%	-	1 2%	1 3%	15 2%	14 2%	3 2%
Average no. of mentions	1.39	1.20	1.34	2.34	1.16	1.55	2.19	1.40	1.18	1.00	1.07	1.66	1.17	1.63	1.20	1.38	1.45	1.22

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?
 Base: All adults who use a Mobile phone

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	874	874	394	478	9	-
Weighted Base	894	894	443	445	13**	**
Children overriding age controls and accessing adult content through mobile phones	5 1%	5 1%	5 1%	*	-	-
Being misled when taking out a new contract for a mobile phone	15 2%	15 2%	12 3% ^c	2 *	1 7%	-
Incorrect charges on your mobile bill	17 2%	17 2%	13 3% ^c	3 1%	1 7%	-
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	11 1%	11 1%	7 2%	3 1%	1 7%	-
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	19 2%	19 2%	14 3%	5 1%	1 7%	-
Being charged for calls made on your mobile after it was stolen	5 1%	5 1%	3 1%	1 *	1 7%	-
Being charged for media content such as ring tones on your mobile but not receiving them	6 1%	6 1%	4 1%	2 *	-	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?
 Base: All adults who use a Mobile phone

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Weighted Base	894	894	443	445	13**	**
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	33 4%	33 4% ^c	26 6% ^C	7 2%	1 7%	-
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	36 4%	36 4%	19 4%	16 3%	1 7%	-
Net: ONLY abandoned NOT silent	30 3%	30 3%	23 5% ^C	7 2%	-	-
Net: ONLY silent NOT abandoned	32 4%	32 4%	16 4%	16 3%	-	-
Net: Abandoned OR Silent	65 7%	65 7%	42 9% ^c	22 5%	1 7%	-
Net: Abandoned AND Silent	4 *	4 *	3 1%	-	1 7%	-
Net: Any	105 12%	105 12% ^c	73 16% ^{aC}	33 8%	1 7%	-
None of these	771 86%	771 86%	363 82%	402 90% ^B	12 93%	-
Don't know	17 2%	17 2%	7 2%	10 2%	-	-
Average no. of mentions	1.39	1.39	1.42	1.17	7.00	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults who use a Mobile phone

	TYPE OF INTERNET (Q.2a)						
	Total	Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	874	665	8	643	13	3	209
Weighted Base	894	707	7**	687	12**	4**	187
Children overriding age controls and accessing adult content through mobile phones	5 1%	5 1%	* 6%	5 1%	-	-	-
Being misled when taking out a new contract for a mobile phone	15 2%	14 2%	-	14 2%	-	-	1 1%
Incorrect charges on your mobile bill	17 2%	15 2%	-	14 2%	2 13%	-	2 1%
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	11 1%	9 1%	-	8 1%	1 4%	-	3 1%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	19 2%	16 2%	-	16 2%	2 18%	-	2 1%
Being charged for calls made on your mobile after it was stolen	5 1%	3 *	-	3 *	-	-	2 1%
Being charged for media content such as ring tones on your mobile but not receiving them	6 1%	6 1%	-	5 1%	1 4%	-	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults who use a Mobile phone

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Weighted Base	894	707	7**	687	12**	4**	187
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	33 4%	29 4%	- -	29 4%	- -	- -	4 2%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	36 4%	31 4%	1 20%	29 4%	1 4%	- -	4 2%
Net: ONLY abandoned NOT silent	30 3%	25 4%	- -	25 4%	- -	- -	4 2%
Net: ONLY silent NOT abandoned	32 4%	27 4%	1 20%	25 4%	1 4%	- -	4 2%
Net: Abandoned OR Silent	65 7%	57 8%	1 20%	55 8%	1 4%	- -	9 5%
Net: Abandoned AND Silent	4 *	4 1%	- -	4 1%	- -	- -	- -
Net: Any	105 12%	89 13%	1 20%	86 12%	3 26%	- -	17 9%
None of these	771 86%	606 86%	6 80%	589 86%	9 74%	4 100%	165 88%
Don't know	17 2%	12 2%	- -	12 2%	- -	- -	5 3%
Average no. of mentions	1.39	1.44	1.30	1.43	1.69	-	1.13

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?

Base: All adults who use a Mobile phone

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	874	42	158	337	33	301	342	712	414	20	69	64	76	69	162
Weighted Base	894	44**	162	353	29**	321	339	733	437	17**	75*	66*	70*	69*	160
Children overriding age controls and accessing adult content through mobile phones	5 1%	-	2 1%	2 1%	-	2 1%	1 *	5 1%	3 1%	-	-	-	2 3%ghn	* 1%	-
Being misled when taking out a new contract for a mobile phone	15 2%	-	8 5%cef	4 1%	2 6%	3 1%	4 1%	11 2%	7 2%	1 5%	-	2 3%	-	2 3%	4 2%
Incorrect charges on your mobile bill	17 2%	2 5%	3 2%	8 2%	-	8 3%	7 2%	13 2%	10 2%	1 5%	-	2 3%	1 1%	-	5 3%
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	11 1%	-	2 1%	4 1%	1 3%	3 1%	6 2%	10 1%	4 1%	1 5%	-	2 3%	2 2%	2 3%	2 1%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	19 2%	1 3%	4 3%	9 2%	2 6%	7 2%	7 2%	15 2%	10 2%	1 5%	-	2 3%	2 4%	* 1%	3 2%
Being charged for calls made on your mobile after it was stolen	5 1%	-	2 1%	1 *	-	1 *	3 1%	4 1%	1 *	1 5%	-	2 3%h	-	1 1%	1 *
Being charged for media content such as ring tones on your mobile but not receiving them	6 1%	-	1 1%	2 1%	-	2 1%	2 1%	5 1%	2 *	-	-	2 4%gh	1 1%	-	1 *

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.10 So, thinking about these issues related to mobile phones, please tell me whether they have happened to you personally?
 Base: All adults who use a Mobile phone

	Total	TV PLATFORM(Q.3)					HOW OFTEN LISTEN TO RADIO (Q.4)								
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Weighted Base	894	44**	162	353	29**	321	339	733	437	17**	75*	66*	70*	69*	160
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition.	33 4%	- -	9 6%	16 4%	1 2%	15 5%	11 3%	31 4%	19 4%	2 10%	5 7%k	- -	3 4%	1 1%	3 2%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call)	36 4%	2 5%	10 6%	13 4%	1 4%	12 4%	10 3%	25 3%	13 3%	2 10%	2 3%	4 5%	3 5%	2 2%	10 7%
Net: ONLY abandoned NOT silent	30 3%	- -	7 5%	15 4%	1 2%	14 4%	10 3%	29 4%n	19 4%n	- -	5 7%kN	- -	3 4%n	1 1%	1 -
Net: ONLY silent NOT abandoned	32 4%	2 5%	8 5%	12 3%	1 4%	10 3%	10 3%	23 3%	13 3%	- -	2 3%	4 5%	3 5%	2 2%	8 5%
Net: Abandoned OR Silent	65 7%	2 5%	17 11%	27 8%	2 6%	26 8%	20 6%	54 7%	33 7%	2 10%	7 10%	4 5%	6 9%	3 4%	11 7%
Net: Abandoned AND Silent	4 -	- -	2 1%	1 -	- -	1 -	1 -	2 -	- -	2 10%	- -	- -	- -	- -	2 1%h
Net: Any	105 12%	4 10%	32 19%F	45 13%	5 18%	40 12%	33 10%	87 12%	56 13%	2 10%	7 10%	4 7%	12 17%	6 9%	18 11%
None of these	771 86%	38 85%	127 78%	304 86%	23 80%	277 86%b	302 89%B	634 86%	372 85%	15 90%	68 90%	58 88%	63 83%	63 91%	137 86%
Don't know	17 2%	2 5%	3 2%	4 1%	1 2%	4 1%	4 1%	12 2%	9 2%	- -	- -	3 5%	- -	- -	5 3%
Average no. of mentions	1.39	1.27	1.30	1.30	1.19	1.31	1.56	1.36	1.20	4.73	1.00	3.30	1.16	1.39	1.54

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?
 Base: All adults

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1007	490	517	126	160	170	136	150	265	145	120	160	248	231	368	557	248	202	286	721	150	114	122
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
Children accessing adult content through internet	2	-	2	-	-	-	2	-	-	-	-	-	1	-	1	-	1	1	1	-	-	-	1
	*	-	*	-	-	-	1%	-	-	-	-	-	*	-	*	-	1%	*	*	-	-	-	1%
Broadband speeds being slower than expected	199	99	100	23	43	43	38	38	14	11	3	50	58	51	40	129	49	20	69	130	35	25	30
	20%	20%	19%	17%khJ	26%HI	23%HI	25%HI	24%HJ	7%	10%	3%	25%N	19%	25%N	13%	23%Q	20%q	11%	23%	19%	22%	22%	23%
Being a victim of someone using another person's identity online	10	7	3	-	2	7	-	2	-	-	-	2	1	5	2	9	1	1	5	5	1	4	2
	1%	1%	1%	-	1%	4%h	-	1%	-	-	-	1%	*	3%l	1%	2%	*	2%	1%	1%	1%	4%ls	2%
Being a victim of people saying upsetting things about others on internet sites	11	2	9	2	2	-	4	3	-	-	-	2	5	1	3	5	2	4	5	6	2	3	3
	1%	*	2%	1%	1%	-	3%eh	2%	-	-	-	1%	2%	*	1%	1%	2%	2%	1%	1%	1%	2%	2%
Incorrect charges on your internet bill	3	1	2	-	1	-	1	-	-	-	-	-	1	1	1	1	1	1	1	2	-	1	-
	*	*	*	-	1%	-	1%	-	-	-	-	-	*	*	*	*	*	*	*	*	-	*	-
Difficulty obtaining a MAC code when trying to switch broadband supplier	2	2	-	1	-	1	-	-	-	-	-	2	-	-	-	1	1	-	1	1	1	-	-
	*	*	-	1%	-	1%	-	-	-	-	-	1%	-	-	-	*	*	-	*	*	1%	-	-
Receiving an unexpectedly high bill for your internet service	8	3	5	1	4	2	-	1	-	-	-	1	3	2	2	5	3	-	3	5	1	1	1
	1%	1%	1%	1%	2%h	1%	-	1%	-	-	-	*	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%
Net: Any	214	106	108	26	48	47	39	40	14	11	3	52	65	53	44	136	55	23	75	139	39	27	33
	21%	22%	21%	19%HJ	29%HI	25%HI	26%HI	25%HJ	7%	10%	3%	27%N	22%n	26%N	15%	24%Q	22%q	13%	25%	20%	25%	24%	25%
None of these	775	377	398	114	118	135	113	118	176	93	84	143	234	153	246	431	192	152	228	547	116	83	99
	78%	78%	77%	81%	71%	74%	74%	73%	91%cdEFG	88%DEIG	94%CD EFG	73%	77%	74%	83%km	75%	77%	85%Op	75%	79%	75%	75%	75%
Don't know	10	2	8	-	1	2	1	3	4	2	2	1	3	-	6	5	3	1	10	1	1	1	-
	1%	*	2%	-	*	1%	*	2%	2%	2%	2%	*	1%	-	2%m	1%	2%	*	1%	*	*	*	-
Average no. of mentions	1.10	1.08	1.12	1.04	1.07	1.13	1.16	1.09	1.00	1.00	1.00	1.09	1.09	1.11	1.10	1.11	1.04	1.17	1.12	1.08	1.02	1.22	1.13

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?

Base: All adults

	ETHNICITY				GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wales (m)	Scotland (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1007	808	78	117	39	124	81	65	117	87	126	147	105	50	66	891	858	149
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
Children accessing adult content through internet	2	2	-	-	-	-	-	-	-	1	-	-	-	1	-	1	1	1
	*	*	-	-	-	-	-	-	-	2%o	-	-	-	2%	-	*	*	1%p
Broadband speeds being slower than expected	199	157	26	16	3	15	23	16	28	22	18	22	27	14	9	175	182	17
	20%	19%	36%AC	14%	7%	12%	24%e	27%e	23%e	27%e	15%	15%	29%Ej	32%Ej	14%	20%	21%q	12%
Being a victim of someone using another person's identity online	10	7	1	2	1	2	5	-	-	2	-	-	-	1	-	9	10	-
	1%	1%	2%	2%	2%	2%	5%hjk IO	-	-	2%	-	-	-	2%	-	1%	1%	-
Being a victim of people saying upsetting things about others on internet sites	11	9	1	1	-	2	-	-	-	1	1	2	-	3	1	7	7	4
	1%	1%	1%	1%	-	2%	-	-	-	2%	1%	1%	-	8%fgH jkLO	1%	1%	1%	3%p
Incorrect charges on your internet bill	3	2	-	1	-	-	-	1	-	-	-	1	1	-	-	3	1	1
	*	*	-	*	-	-	-	2%o	-	-	-	*	1%	-	-	*	*	1%
Difficulty obtaining a MAC code when trying to switch broadband supplier	2	1	1	-	-	-	1	-	-	1	-	-	-	-	-	2	2	-
	*	*	2%a	-	-	-	1%	-	-	-	1%	-	-	-	-	*	*	-
Receiving an unexpectedly high bill for your internet service	8	5	2	2	-	2	1	-	-	2	-	1	1	2	-	7	6	2
	1%	1%	2%	1%	-	2%	1%	-	-	2%	-	1%	1%	4%hjo	-	1%	1%	1%
Net: Any	214	168	29	18	3	18	26	18	28	26	20	23	27	16	9	190	195	19
	21%	21%	39%AC	16%	7%	14%	28%e	30%ek n	23%	31%ej kn	17%	16%	29%ek n	36%Ej Kno	14%	21%	23%q	13%
None of these	775	635	41	95	41	108	67	42	95	56	95	119	68	27	57	691	651	124
	78%	79%B	57%	83%B	93%	84%fg iIM	71%	69%	77%	67%	81%im	84%fg iIM	71%	64%	85%gim	78%m	76%	86%p
Don't know	10	6	3	1	-	2	1	1	-	2	2	1	-	-	1	9	9	1
	1%	1%	4%a	1%	-	2%	2%	1%	-	2%	2%	*	-	-	1%	1%	1%	1%
Average no. of mentions	1.10	1.09	1.08	1.20	1.21	1.21	1.12	1.00	1.00	1.12	1.00	1.13	1.05	1.31	1.10	1.08	1.07	1.33

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?
Base: All adults

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Cont- ract (b)	Pre- pay (c)	Other (d)	None (e)
Unweighted Base	1007	874	394	478	9	133
Weighted Base	1000	894	443	445	13**	106
Children accessing adult content through internet	2	2	2	-	-	-
Broadband speeds being slower than expected	199 20%	191 21%E	112 25%CE	77 17%E	5 39%	8 7%
Being a victim of someone using another person's identity online	10 1%	10 1%	8 2%	2 *	1 7%	-
Being a victim of people saying upsetting things about others on internet sites	11 1%	10 1%	2 *	6 1%	1 7%	1 1%
Incorrect charges on your internet bill	3 *	3 *	1 *	1 *	-	-
Difficulty obtaining a MAC code when trying to switch broadband supplier	2 *	2 *	1 *	-	1 10%	-
Receiving an unexpectedly high bill for your internet service	8 1%	8 1%	3 1%	5 1%	-	-
Net: Any	214 21%	207 23%E	119 27%cE	85 19%E	6 49%	8 7%
None of these	775 78%	681 76%	324 73%	355 80%b	6 51%	95 89%ABC
Don't know	10 1%	6 1%	1 *	6 1%	-	4 4%AB
Average no. of mentions	1.10	1.10	1.10	1.08	1.29	1.15

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?

Base: All adults

	TYPE OF INTERNET (Q.2a)						
	Total	Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	1007	693	9	668	13	5	314
Weighted Base	1000	733	9**	710	12**	6**	267
Children accessing adult content through internet	2	2	-	2	-	-	-
Broadband speeds being slower than expected	199	195	-	194	1	-	4
Being a victim of someone using another person's identity online	10	10	1	10	-	-	-
Being a victim of people saying upsetting things about others on internet sites	11	11	-	11	-	-	-
Incorrect charges on your internet bill	3	1	-	1	1	-	1
Difficulty obtaining a MAC code when trying to switch broadband supplier	2	2	-	2	-	-	-
Receiving an unexpectedly high bill for your internet service	8	8	-	8	1	-	-
Net: Any	214	209	1	208	1	-	5
None of these	775	522	8	500	11	6	254
Don't know	10	2	-	2	-	-	8
Average no. of mentions	1.10	1.10	1.00	1.10	3.00	-	1.00

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?

Base: All adults

	Total	TV PLATFORM(Q.3)					HOW OFTEN LISTEN TO RADIO (Q.4)								
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1007	55	178	374	39	331	409	813	471	23	71	80	86	82	194
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
Children accessing adult content through internet	2	-	-	-	-	-	2	2	-	-	-	-	-	-	-
Broadband speeds being slower than expected	199 20%	6 11%	37 21%	95 25%	6 17%	89 25%	78 20%	183 22%N	112 23%kN	6 29%	21 27%kN	10 13%	23 28%km	11 14%	15 8%
Being a victim of someone using another person's identity online	10 1%	-	3 2%	3 1%	-	3 1%	7 2%	9 1%	2	1 5%	3 4%gH	2 2%	-	1 1%	1 1%
Being a victim of people saying upsetting things about others on internet sites	11 1%	-	1	3 1%	-	3 1%	7 2%	9 1%	5 7%	1 5%	-	1 2%	2 2%	-	2 1%
Incorrect charges on your internet bill	3	-	1	1	-	1	2	2	1	-	-	-	1	-	1
Difficulty obtaining a MAC code when trying to switch broadband supplier	2	-	1	1	-	1	-	2	1	-	-	-	1	-	-
Receiving an unexpectedly high bill for your internet service	8 1%	2 4%c	1	2 1%	-	2 1%	3 1%	5 1%	1	1 5%	-	-	1 1%	2 3%h	3 2%h
Net: Any	214 21%	8 15%	41 23%	99 26%	6 17%	93 27%	85 22%	194 24%N	117 24%N	6 29%	23 30%km	11 14%	25 31%km	12 15%	21 11%
None of these	775 78%	45 85%	139 77%	283 73%	27 83%	253 72%	303 77%	618 76%	363 75%	14 71%	54 70%	66 85%jL	55 69%	67 83%	157 85%ghjL
Don't know	10 1%	-	1	4 1%	-	3 1%	3 1%	3	1	-	-	1 1%	-	1 2%	7 4%GH
Average no. of mentions	1.10	1.00	1.08	1.07	1.00	1.07	1.16	1.10	1.07	1.48	1.04	1.15	1.10	1.22	1.08

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?
 Base: All those who have internet access

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	743	371	372	108	138	147	114	124	112	83	29	140	209	181	213	452	198	93	242	501	123	98	108
Weighted Base	781	385	396	125*	145	165	130*	131	85*	63*	21**	174	266	172	169	480	210	91*	265	515	135*	97*	118*
Children accessing adult content through internet	2	-	2	-	-	-	2	-	-	-	-	-	1	-	1	1	-	1	1	-	-	-	1
Broadband speeds being slower than expected	197	99	98	22	43	43	38	37	14	11	3	50	57	51	39	128	49	19	68	129	35	25	29
Being a victim of someone using another person's identity online	10	7	3	-	2	7	-	2	-	-	-	2	1	5	2	9	1	1	5	5	1	4	2
Being a victim of people saying upsetting things about others on internet sites	11	2	9	2	2	-	4	3	-	-	-	2	5	1	3	5	2	4	5	6	2	3	3
Incorrect charges on your internet bill	3	1	2	-	1	-	1	-	-	-	-	-	1	1	1	1	1	1	2	-	-	1	-
Difficulty obtaining a MAC code when trying to switch broadband supplier	2	2	-	1	-	1	-	-	-	-	-	2	-	-	-	1	1	-	1	1	1	-	-
Receiving an unexpectedly high bill for your internet service	8	3	5	1	4	2	-	1	-	-	-	1	3	2	2	5	3	-	3	5	1	1	1
Net: Any	212	106	106	25	48	47	39	39	14	11	3	52	64	53	43	135	55	22	74	138	39	27	32
	27%	28%	27%	20%	33% ^{ch}	28%	30% ^h	30% ^h	16%	17%	14%	30%	24%	31%	25%	28%	26%	24%	28%	27%	29%	28%	27%
None of these	565	279	287	100	97	117	90	92	69	52	17	122	200	118	125	343	155	67	191	374	95	70	86
	72%	72%	72%	80% ^d	67%	71%	69%	70%	82% ^d	82% ^d	82%	70%	75%	69%	74%	71%	74%	72%	73%	71%	72%	72%	73%
Don't know	3	-	3	-	-	1	1	-	1	1	-	-	1	-	2	2	-	1	3	1	1	1	-
	-	-	1%	-	-	-	1%	-	2%	1%	4%	-	1%	-	1%	-	2%	-	1%	-	-	1%	-
Average no. of mentions	1.10	1.08	1.12	1.04	1.07	1.13	1.16	1.09	1.00	1.00	1.00	1.09	1.09	1.11	1.10	1.11	1.04	1.18	1.13	1.08	1.02	1.22	1.13

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base; ** very small base (under 30) ineligible for sig testing

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?

Base: All those who have internet access

	ETHNICITY				GOVERNMENT REGION										LANDLINE AT HOME (Q.1)			
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	743	584	67	88	29	72	62	54	91	69	102	112	84	28	40	675	660	83
Weighted Base	781	624	63*	90*	36**	83*	78*	54*	100*	65*	98*	111	80*	27**	47*	707	698	83*
Children accessing adult content through internet	2	2	-	-	-	-	-	-	-	1	-	-	-	1	-	1	1	1
	*	*	-	-	-	-	-	-	-	2%o	-	-	-	2%	-	*	*	2%p
Broadband speeds being slower than expected	197	154	26	16	2	14	23	16	28	22	18	22	27	14	9	173	179	17
	25%	25%	41%AC	18%	6%	17%	29%	30%	28%	35%ej	19%	20%	34%ej	51%	20%	25%	26%	21%
													k					
Being a victim of someone using another person's identity online	10	7	1	2	1	2	5	-	-	2	-	-	-	1	-	9	10	-
	1%	1%	2%	3%	2%	3%	6%hjk	-	-	2%	-	-	-	3%	-	1%	1%	-
Being a victim of people saying upsetting things about others on internet sites	11	9	1	1	-	2	-	-	-	1	1	2	-	3	1	7	7	4
	1%	1%	2%	1%	-	3%	-	-	-	2%	1%	2%	-	12%	2%	1%	1%	5%P
Incorrect charges on your internet bill	3	2	-	1	-	-	-	1	-	-	-	1	1	-	-	3	1	1
	*	*	-	1%	-	-	-	3%o	-	-	-	*	1%	-	-	*	*	2%
Difficulty obtaining a MAC code when trying to switch broadband supplier	2	1	1	-	-	-	1	-	-	-	1	-	-	-	-	2	2	-
	*	*	2%a	-	-	-	2%	-	-	-	1%	-	-	-	-	*	*	-
Receiving an unexpectedly high bill for your internet service	8	5	2	2	-	2	1	-	-	2	-	1	1	2	-	7	6	2
	1%	1%	3%	2%	-	3%	1%	-	-	3%	-	1%	1%	6%	-	1%	1%	2%
Net: Any	212	166	29	18	2	17	26	18	28	26	20	23	27	16	9	187	193	19
	27%	27%	45%AC	20%	6%	20%	34%	33%	28%	39%ej	21%	20%	34%k	57%	20%	27%	28%	23%
None of these	565	457	33	71	34	66	52	36	72	39	77	88	53	12	37	517	502	63
	72%	73%B	52%	79%B	94%	80%l	66%	66%	72%	60%	79%l	79%il	66%	43%	79%	73%l	72%	76%
Don't know	3	1	2	1	-	-	-	1	-	1	1	1	-	-	1	2	3	1
	*	*	3%A	1%	-	-	-	1%	-	1%	1%	*	-	-	2%	*	*	1%
Average no. of mentions	1.10	1.09	1.08	1.20	1.31	1.22	1.12	1.00	1.00	1.12	1.00	1.13	1.05	1.31	1.10	1.08	1.07	1.33

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?

Base: All those who have internet access

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	743	708	359	347	8	35
Weighted Base	781	749	411	334	11**	32*
Children accessing adult content through internet	2	2	2	-	-	-
	-	-	1%	-	-	-
Broadband speeds being slower than expected	197	189	111	76	5	8
	25%	25%	27%	23%	46%	25%
Being a victim of someone using another person's identity online	10	10	8	2	1	-
	1%	1%	2%	*	8%	-
Being a victim of people saying upsetting things about others on internet sites	11	10	2	6	1	1
	1%	1%	1%	2%	8%	4%
Incorrect charges on your internet bill	3	3	1	1	-	-
	-	*	*	*	-	-
Difficulty obtaining a MAC code when trying to switch broadband supplier	2	2	1	-	1	-
	-	*	*	-	12%	-
Receiving an unexpectedly high bill for your internet service	8	8	3	5	-	-
	1%	1%	1%	2%	-	-
Net: Any	212	204	118	84	6	8
	27%	27%	29%	25%	58%	25%
None of these	565	542	293	248	5	23
	72%	72%	71%	74%	42%	73%
Don't know	3	2	-	2	-	1
	-	*	-	1%	-	2%B
Average no. of mentions	1.10	1.10	1.10	1.08	1.29	1.15

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e

* small base; ** very small base (under 30) ineligible for sig testing

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?

Base: All those who have internet access

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	743	693	9	668	13	5	50
Weighted Base	781	733	9**	710	12**	6**	48*
Children accessing adult content through internet	2	2	-	2	-	-	-
Broadband speeds being slower than expected	197	195	-	194	1	-	2
Being a victim of someone using another person's identity online	10	10	1	10	-	-	-
Being a victim of people saying upsetting things about others on internet sites	11	11	-	11	-	-	-
Incorrect charges on your internet bill	3	1	-	1	1	-	1
Difficulty obtaining a MAC code when trying to switch broadband supplier	2	2	-	2	-	-	-
Receiving an unexpectedly high bill for your internet service	8	8	-	8	1	-	-
Net: Any	212	209	1	208	1	-	3
None of these	565	522	8	500	11	6	44
Don't know	3	2	-	2	-	-	1
Average no. of mentions	1.10	1.10	1.00	1.10	3.00	-	1.00

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Q.11 So, thinking about these issues related to the internet, please tell me whether they have happened to you personally?

Base: All those who have internet access

	Total	TV PLATFORM(Q.3)					HOW OFTEN LISTEN TO RADIO (Q.4)								
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	743	30	149	315	28	285	272	618	362	18	61	60	62	55	125
Weighted Base	781	33**	160	331	26**	304	279	653	392	16**	66*	62*	61*	56*	128*
Children accessing adult content through internet	2	-	-	-	-	-	2	2	2	-	-	-	-	-	-
Broadband speeds being slower than expected	197	6	35	95	6	89	78	181	111	6	21	10	23	10	15
Being a victim of someone using another person's identity online	10	-	3	3	-	3	7	9	2	1	3	2	-	1	1
Being a victim of people saying upsetting things about others on internet sites	11	-	1	3	-	3	7	9	5	1	-	1	2	-	2
Incorrect charges on your internet bill	3	-	1	1	-	1	2	2	1	-	-	-	1	-	1
Difficulty obtaining a MAC code when trying to switch broadband supplier	2	-	1	1	-	1	-	2	1	-	-	-	1	-	-
Receiving an unexpectedly high bill for your internet service	8	2	1	2	-	2	3	5	1	1	-	-	1	2	3
Net: Any	212	8	39	99	6	93	85	192	116	6	23	11	25	11	21
None of these	565	25	120	232	20	211	192	460	276	10	43	51	36	44	106
Don't know	3	-	1	-	-	-	1	1	-	-	-	-	-	1	2
Average no. of mentions	1.10	1.00	1.09	1.07	1.00	1.07	1.16	1.10	1.07	1.48	1.04	1.15	1.10	1.24	1.08

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?

Base: All adults

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1007	490	517	126	160	170	136	150	265	145	120	160	248	231	368	557	248	202	286	721	150	114	122
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
Poor radio reception	75	30	44	12	11	20	14	11	7	2	4	14	22	20	18	47	19	8	34	41	14	10	18
	7%	6%	9%	9%	7%	11%hi	9%hi	7%	3%	2%	5%	7%	7%	10%	6%	8%	5%	11%h	6%	9%	9%	9%	13%S
Offended by language on the radio	21	9	12	1	-	1	1	6	13	7	6	3	11	2	4	13	1	7	3	18	1	1	3
	2%	2%	2%	*	-	*	*	4%de	7%CDE	7%CDE	7%CDE	2%	4%	1%	1%	2%	*	4%p	1%	3%	*	*	2%
Poor reception on TV	145	67	78	24	19	21	21	34	24	15	9	28	44	32	41	81	41	23	42	102	23	13	24
	14%	14%	15%	17%	12%	12%	14%	21%de	12%	14%	10%	14%	15%	16%	14%	14%	16%	13%	14%	15%	15%	12%	18%
Problems with phone ins for television programmes	4	3	1	1	-	1	1	-	1	1	-	2	-	-	1	3	-	1	1	2	1	1	1
	*	1%	*	*	-	1%	1%	-	1%	1%	-	1%	-	-	*	*	-	1%	*	*	*	1%	1%
Net: Any	216	100	117	34	27	39	35	43	39	23	17	44	69	46	58	125	58	34	70	146	32	23	41
	22%	21%	23%	24%	16%	21%	23%	27%de	20%	21%	19%	22%	23%	22%	20%	22%	23%	19%	23%	21%	20%	21%	31%h
None of these	782	386	397	106	140	144	118	118	155	83	72	152	234	160	236	446	192	145	232	550	123	87	92
	78%	79%	77%	76%	84%g	78%	77%	73%	80%	79%	81%	78%	77%	78%	80%	78%	77%	81%	77%	79%v	79%	79%	69%
Don't know	1	-	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1	1	1	-
	*	-	*	-	*	-	-	-	-	-	-	-	-	-	*	-	-	*	*	*	*	*	-
Average no. of mentions	1.13	1.10	1.16	1.11	1.14	1.11	1.06	1.20	1.15	1.14	1.15	1.09	1.13	1.18	1.12	1.15	1.07	1.16	1.15	1.12	1.21	1.09	1.13

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v

* small base

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?

Base: All adults

	ETHNICITY				GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1007	808	78	117	39	124	81	65	117	87	126	147	105	50	66	891	858	149
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
Poor radio reception	75 7%	62 8%	5 7%	8 7%	4 9%	13 10%K	4 4%	6 9%K	9 8%k	5 6%	10 9%K	2 1%	11 12%K	7 16%Ko	4 6%	64 7%k	68 8%	7 5%
Offended by language on the radio	21 2%	16 2%	3 4%	2 2%	- -	- -	4 5%e	- -	1 1%	3 3%	2 1%	1 1%	3 3%e	4 9%Egh jKO	3 4%e	14 2%	20 2%	1 1%
Poor reception on TV	145 14%	123 15% ^c	13 18% ^c	9 8%	6 15%	13 10%	12 12%	15 24% ^e n	19 16%	16 19%	13 11%	21 15%	19 20% ^e	6 13%	5 8%	134 15%	110 13%	35 24% ^P
Problems with phone ins for television programmes	4 *	2 *	- -	2 2%	- -	1 1%	1 1%	- -	- -	- -	- -	1 1%	1 1%	- -	- -	4 *	4 *	- -
Net: Any	216 22%	183 23%	16 22%	17 15%	10 23%	27 21%	16 17%	18 30% ^k N	26 21%	21 26% ⁿ	22 18%	23 17%	30 32% ^f KNo	15 35% ^f kNo	7 10%	195 22% ⁿ	175 20%	41 29% ^p
None of these	782 78%	626 77%	56 78%	96 84%	33 75%	102 79%	78 83% ^{lm}	42 70%	97 79%	62 74%	96 81% ^{lm}	118 83% ^{gl} m	65 68%	28 65%	61 90% ^{GILM} o	694 78% ^{lm}	679 79% ^q	104 71%
Don't know	1 -	1 -	- -	1 -	1 2%	- -	- -	- -	- -	- -	1 -	- -	- -	- -	- -	1 -	1 -	- -
Average no. of mentions	1.13	1.11	1.30	1.20	1.00	1.02	1.27	1.13	1.13	1.10	1.14	1.06	1.13	1.09	1.80	1.11	1.15	1.05

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1007	874	394	478	9	133
Weighted Base	1000	894	443	445	13**	106
Poor radio reception	75 7%	69 8%	42 9%	27 6%	1 7%	6 6%
Offended by language on the radio	21 2%	18 2%	6 1%	11 3%	1 7%	3 2%
Poor reception on TV	145 14%	129 14%	55 12%	76 17%	1 7%	15 14%
Problems with phone ins for television programmes	4 -	3 -	3 1%	- -	- -	1 1% ^c
Net: Any	216 22%	193 22%	91 21%	103 23%	3 22%	23 22%
None of these	782 78%	699 78%	352 79%	341 77%	10 78%	83 78%
Don't know	1 -	1 -	1 -	1 -	- -	- -
Average no. of mentions	1.13	1.13	1.16	1.11	1.00	1.10

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?
Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	1007	693	9	668	13	5	314
Weighted Base	1000	733	9**	710	12**	6**	267
Poor radio reception	75 7%	63 9% ^f	1 18%	61 9% ^f	1 8%	-	12 4%
Offended by language on the radio	21 2%	14 2%	1 11%	13 2%	-	-	7 3%
Poor reception on TV	145 14%	105 14%	2 25%	101 14%	4 34%	-	40 15%
Problems with phone ins for television programmes	4 *	3 *	-	3 *	-	-	1 *
Net: Any	216 22%	161 22%	4 46%	154 22%	5 42%	-	55 21%
None of these	782 78%	571 78%	5 54%	555 78%	7 58%	6 100%	211 79%
Don't know	1 *	1 *	-	1 *	-	-	1 *
Average no. of mentions	1.13	1.15	1.17	1.15	1.00	-	1.07

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?

Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1007	55	178	374	39	331	409	813	471	23	71	80	86	82	194
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
Poor radio reception	75 7%	5 10%	13 7%	25 7%	2 7%	23 7%	35 9%	73 9%N	51 11%N	2 12%	2 3%	5 6%n	9 11%N	3 4%	2 1%
Offended by language on the radio	21 2%	2 3%	2 1%	6 2%	2 7%be	4 1%	12 3%	19 2%	11 2%	1 5%	- 1%	5 7%ghl n	-	2 2%	2 1%
Poor reception on TV	145 14%	10 18%	16 9%	45 12%	8 24%be	36 10%	84 21%BC E	120 15%	70 15%	4 20%	9 12%	6 7%	16 20%k	15 19%	25 14%
Problems with phone ins for television programmes	4 *	- -	2 1%f	1 *	- -	1 -	- -	2 *	1 *	- -	1 1%	- -	- -	- -	1 1%
Net: Any	216 22%	11 22%	29 16%	68 18%	12 35%bc E	56 16%	119 30%BC E	189 23%n	115 24%n	5 28%	12 16%	13 17%	24 30%n	19 24%	28 15%
None of these	782 78%	42 78%	151 84%dF	318 82%dF	21 65%	294 84%DF	273 70%	627 77%	365 76%	14 72%	65 84%	65 83%	57 70%	61 76%	156 84%ghl
Don't know	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%g
Average no. of mentions	1.13	1.45	1.16	1.13	1.04	1.16	1.10	1.14	1.15	1.30	1.07	1.22	1.06	1.05	1.09

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?

Base: All who have a television or listen to the radio.

	SEX			AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Fe- male (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep- /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)	
Unweighted Base	995	483	512	122	153	169	136	150	265	145	120	159	243	230	363	552	241	202	281	714	146	112	122	
Weighted Base	988	477	510	135*	160	183	153	161	194	105	89	195	296	205	292	568	241	178	300	688	153	109*	132*	
Poor radio reception	75	30	44	12	11	20	14	11	7	2	4	14	22	20	18	47	19	8	34	41	14	10	18	
	8%	6%	9%	9% ^{ij}	7%	11% ^{hi}	9% ^{hi}	7%	3%	2%	5%	7%	7%	10%	6%	8%	8%	5%	11% ^{ks}	6%	9%	9%	13% ^{ks}	
Offended by language on the radio	21	9	12	1	-	1	1	6	13	7	6	3	11	2	4	13	1	7	3	18	1	1	3	
	2%	2%	2%	*	*	*	*	4% ^{de}	7% ^{cDE}	7% ^{cDE}	7% ^{cDE}	2%	4%	1%	2%	2%	*	4% ^p	1%	3%	*	*	2%	
Poor reception on TV	145	67	78	24	19	21	21	34	24	15	9	28	44	32	41	81	41	23	42	102	23	13	24	
	15%	14%	15%	18%	12%	12%	14%	21% ^{de}	12%	14%	10%	14%	15%	16%	14%	14%	17%	13%	14%	15%	15%	12%	18%	
Problems with phone ins for television programmes	4	3	1	1	-	1	1	-	1	1	-	2	-	-	1	3	-	1	1	2	1	1	1	
	*	1%	*	*	-	1%	1%	-	1%	1%	-	1%	-	-	*	*	-	1%	*	*	*	1%	1%	
Net: Any	216	100	117	34	27	39	35	43	39	23	17	44	69	46	58	125	58	34	70	146	32	23	41	
	22%	21%	23%	25%	17%	21%	23%	27% ^d	20%	21%	19%	22%	23%	22%	20%	22%	24%	19%	24%	21%	21%	21%	31% ^{as}	
None of these	770	377	393	102	134	143	118	118	155	83	72	151	227	159	233	442	184	145	229	541	121	86	92	
	78%	79%	77%	75%	83% ^g	78%	77%	73%	80%	79%	81%	78%	77%	78%	80%	78%	76%	81%	76%	79% ^{uv}	79%	79%	69%	
Don't know	1	-	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-	
	*	-	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	*	-	-	-	-	
Average no. of mentions	1.13	1.10	1.16	1.11	1.14	1.11	1.06	1.20	1.15	1.14	1.15	1.09	1.13	1.18	1.12	1.15	1.07	1.16	1.15	1.12	1.21	1.09	1.13	

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
* small base

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?

Base: All who have a television or listen to the radio.

	ETHNICITY							GOVERNMENT REGION									LANDLINE AT HOME (Q.1)	
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	995	807	72	112	38	124	81	65	115	87	121	145	105	50	64	881	856	139
Weighted Base	988	808	65*	110*	43**	129	95*	60*	122*	83*	113	139	96*	43*	64*	880	853	134
Poor radio reception	75 8%	62 8%	5 8%	8 7%	4 9%	13 10%K	4 4%	6 9%k	9 8%k	5 6%	10 9%K	2 1%	11 12%K	7 16%Ko	4 6%	64 7%k	68 8%	7 5%
Offended by language on the radio	21 2%	16 2%	3 4%	2 2%	- -	- -	4 5%e	- -	1 1%	3 3%	2 2%	1 1%	3 3%e	4 9%Egh jKO	3 4%e	14 2%	20 2%	1 1%
Poor reception on TV	145 15%	123 15%	13 20%c	9 8%	6 15%	13 10%	12 12%	15 24%ej n	19 16%	16 19%	13 12%	21 15%	19 20%e	6 13%	5 8%	134 15%	110 13%	35 26%P
Problems with phone ins for television programmes	4 *	2 *	- -	2 2%a	- -	1 1%	1 1%	- -	- -	- -	- -	1 1%	1 1%	- -	- -	4 *	4 *	- -
Net: Any	216 22%	183 23%	16 25%	17 16%	10 24%	27 21%	16 17%	18 30%kn	26 22%	21 26%n	22 19%	23 17%	30 32%j KNo	15 35%j kNo	7 10%	195 22%n	175 21%	41 31%p
None of these	770 78%	624 77%	49 75%	93 84%	32 74%	102 79%	78 83%lm	42 70%	96 78%	62 74%	92 81%lm	116 83%gl m	65 68%	28 65%	58 90%gl LM o	685 78%l	678 79%q	93 69%
Don't know	1 -	1 -	- -	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 -	1 -	- -
Average no. of mentions	1.13	1.11	1.30	1.20	1.00	1.02	1.27	1.13	1.13	1.10	1.14	1.06	1.13	1.09	1.80	1.11	1.15	1.05

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?
 Base: All who have a television or listen to the radio.

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Cont- ract (b)	Pre- pay (c)	Other (d)	None (e)
Unweighted Base	995	862	391	468	9	133
Weighted Base	988	881	440	435	13**	106
Poor radio reception	75 8%	69 8%	42 9%	27 6%	1 7%	6 6%
Offended by language on the radio	21 2%	18 2%	6 1%	11 3%	1 7%	3 2%
Poor reception on TV	145 15%	129 15%	55 13%	76 17%	1 7%	15 14%
Problems with phone ins for television programmes	4 -	3 -	3 1%	- -	- -	1 1%
Net: Any	216 22%	193 22%	91 21%	103 24%	3 22%	23 22%
None of these	770 78%	687 78%	348 79%	332 76%	10 78%	83 78%
Don't know	1 -	1 -	1 -	- -	- -	- -
Average no. of mentions	1.13	1.13	1.16	1.11	1.00	1.10

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?
 Base: All who have a television or listen to the radio.

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	995	688	9	664	13	4	307
Weighted Base	988	726	9**	704	12**	4**	261
Poor radio reception	75 8%	63 9% ^f	1 18%	61 9% ^f	1 8%	-	12 4%
Offended by language on the radio	21 2%	14 2%	1 11%	13 2%	-	-	7 3%
Poor reception on TV	145 15%	105 14%	2 25%	101 14%	4 34%	-	40 15%
Problems with phone ins for television programmes	4 *	3 *	-	3 *	-	-	1 *
Net: Any	216 22%	161 22%	4 46%	154 22%	5 42%	-	55 21%
None of these	770 78%	564 78%	5 54%	550 78%	7 58%	4 100%	206 79%
Don't know	1 *	1 *	-	1 *	-	-	-
Average no. of mentions	1.13	1.15	1.17	1.15	1.00	-	1.07

Q.12 So, thinking about these issues related to television and radio, please tell me whether they have happened to you personally?

Base: All who have a television or listen to the radio.

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	995	55	178	374	39	331	409	813	471	23	71	80	86	82	182
Weighted Base	988	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	172
Poor radio reception	75 8%	5 10%	13 7%	25 7%	2 7%	23 7%	35 9%	73 9%N	51 11%N	2 12%	2 3%	5 6%n	9 11%N	3 4%	2 1%
Offended by language on the radio	21 2%	2 3%	2 1%	6 2%	2 7%be	4 1%	12 3%	19 2%	11 2%	1 5%	- 1%	5 7%ghl n	-	2 2%	2 1%
Poor reception on TV	145 15%	10 18%	16 9%	45 12%	8 24%be	36 10%	84 21%BC E	120 15%	70 15%	4 20%	9 12%	6 7%	16 20%k	15 19%	25 15%
Problems with phone ins for television programmes	4 *	- -	2 1%f	1 *	- -	1 -	- -	2 *	1 *	- -	1 1%	- -	- -	- -	1 1%
Net: Any	216 22%	11 22%	29 16%	68 18%	12 35%bc E	56 16%	119 30%BC E	189 23%	115 24%	5 28%	12 16%	13 17%	24 30%an	19 24%	28 16%
None of these	770 78%	42 78%	151 84%dF	318 82%dF	21 65%	294 84%DF	273 70%	627 77%	365 76%	14 72%	65 84%	65 83%	57 70%	61 76%	144 83%l
Don't know	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 *
Average no. of mentions	1.13	1.45	1.16	1.13	1.04	1.16	1.10	1.14	1.15	1.30	1.07	1.22	1.06	1.05	1.09

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.13 And thinking about these general issues, please tell me whether they have happened to you personally?

Base: All adults

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Fe- male (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep- /Wid- /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1007	490	517	126	160	170	136	150	265	145	120	160	248	231	368	557	248	202	286	721	150	114	122
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
Problems with security/access to personal information	9 1%	4 1%	5 1%	1 1%	-	4 2%	2 1%	1 1%	2 1%	1 1%	1 1%	-	-	4 2% _{kl}	5 2% _{kl}	6 1%	1 -	3 1%	5 2%	4 1%	2 1%	2 1%	3 2%
Difficulty resolving an issue with one of your communications service providers/supplier	26 3%	13 3%	13 3%	1 1%	4 2%	7 4% _h	5 3%	8 5% _h	1 -	1 1%	-	3 2%	10 3%	6 3%	7 2%	18 3%	5 2%	3 2%	9 3%	17 2%	1 1%	4 4%	6 5%
Being a victim of people making transactions using someone else's bank details	39 4%	20 4%	19 4%	6 4%	4 2%	12 7% _{hij}	10 6% _h	5 3%	2 1%	1 1%	1 1%	12 6% _n	10 3%	11 5% _n	5 2%	27 5%	8 3%	4 2%	18 6% _s	20 3%	5 4%	7 7%	10 7% _s
Net: Any	69 7%	33 7%	36 7%	7 5%	7 4%	20 11% _{dHij}	16 10% _{hij}	14 9% _{Hj}	5 2%	3 3%	2 2%	14 7%	20 7%	18 9%	17 6%	46 8%	14 5%	9 5%	28 9%	41 6%	9 6%	9 8%	16 12% _s
None of these	928 93%	452 93%	476 92%	133 95%	160 96% _e	164 89%	137 90%	147 91%	187 96% _{ef}	100 95%	87 97% _{ef}	182 93%	281 93%	188 91%	277 94%	525 92%	235 94%	168 94%	275 91%	652 94% _{uv}	147 94%	102 92%	116 88%
Don't know	3 -	-	3 1%	-	-	-	-	-	3 2%	2 2%	1 1%	-	1 -	-	2 1%	1 -	1 1%	-	3 -	-	-	-	-
Average no. of mentions	1.06	1.11	1.01	1.00	1.07	1.14	1.05	1.00	1.00	1.00	1.00	1.09	1.00	1.14	1.03	1.08	1.04	1.00	1.15	1.00	1.00	1.49	1.16

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v

* small base

Q.13 And thinking about these general issues, please tell me whether they have happened to you personally?

Base: All adults

	ETHNICITY					GOVERNMENT REGION										LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1007	808	78	117	39	124	81	65	117	87	126	147	105	50	66	891	858	149
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
Problems with security/access to personal information	9 1%	3 *	1 1%	6 5%A	- -	4 3%	1 1%	1 1%	2 2%	- -	- -	- -	- -	- -	2 2%	7 1%	8 1%	1 1%
Difficulty resolving an issue with one of your communications service providers/supplier	26 3%	20 2%	3 5%	3 2%	4 8%	4 3%	2 2%	2 3%	1 1%	2 3%	2 1%	2 1%	3 3%	2 4%	3 5%	21 2%	21 3%	4 3%
Being a victim of people making transactions using someone else's bank details	39 4%	33 4%	1 2%	5 4%	1 2%	5 4%	9 10%no	2 3%	5 4%	2 3%	2 2%	7 5%	3 4%	1 3%	- -	37 4%	35 4%	4 3%
Net: Any	69 7%	54 7%	4 5%	11 10%	4 10%	11 8%	11 11%j	4 7%	8 7%	4 5%	4 3%	9 6%	7 7%	3 8%	5 7%	61 7%	60 7%	9 6%
None of these	928 93%	752 93%	68 95%	103 90%	40 90%	118 92%	84 89%	56 93%	115 93%	79 95%	113 95%	132 93%	89 93%	40 92%	62 93%	826 93%	792 93%	136 94%
Don't know	3 *	3 *	- -	- -	- -	- -	- -	- -	- -	2 2%	1 1%	- -	- -	- -	- -	3 *	3 *	- -
Average no. of mentions	1.06	1.02	1.32	1.20	1.00	1.15	1.12	1.00	1.00	1.21	1.00	1.06	1.00	1.00	1.00	1.07	1.06	1.06

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.13 And thinking about these general issues, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1007	874	394	478	9	133
Weighted Base	1000	894	443	445	13**	106
Problems with security/access to personal information	9 1%	7 1%	5 1%	2 *	-	2 2%
Difficulty resolving an issue with one of your communications service providers/supplier	26 3%	24 3%	11 2%	12 3%	1 7%	2 2%
Being a victim of people making transactions using someone else's bank details	39 4%	38 4%	27 6% ^{ce}	12 3%	-	1 1%
Net: Any	69 7%	64 7%	39 9%	26 6%	1 7%	5 5%
None of these	928 93%	828 93%	405 91%	417 94%	12 93%	100 94%
Don't know	3 *	2 *	-	2 *	-	1 1% ^b
Average no. of mentions	1.06	1.07	1.10	1.02	1.00	1.00

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.13 And thinking about these general issues, please tell me whether they have happened to you personally?

Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	1007	693	9	668	13	5	314
Weighted Base	1000	733	9**	710	12**	6**	267
Problems with security/access to personal information	9 1%	6 1%	-	6 1%	-	-	3 1%
Difficulty resolving an issue with one of your communications service providers/supplier	26 3%	22 3%	-	21 3%	1 4%	-	4 1%
Being a victim of people making transactions using someone else's bank details	39 4%	34 5% ^f	-	34 5% ^f	2 18%	-	5 2%
Net: Any	69 7%	57 8%	-	57 8%	2 18%	-	12 4%
None of these	928 93%	675 92%	9 100%	653 92% ^f	10 82%	6 100%	252 95%
Don't know	3 *	-	-	-	-	-	3 1% ^{AC}
Average no. of mentions	1.06	1.07	-	1.07	1.25	-	1.00

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.13 And thinking about these general issues, please tell me whether they have happened to you personally?

Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1007	55	178	374	39	331	409	813	471	23	71	80	86	82	194
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
Problems with security/access to personal information	9 1%	-	1	5	-	5	3	8	5	-	-	2	-	-	1
Difficulty resolving an issue with one of your communications service providers/supplier	26 3%	-	4	10	2	8	15	22	14	1	4	1	1	2	4
Being a victim of people making transactions using someone else's bank details	39 4%	2	8	18	2	16	18	36	23	-	5	2	1	5	3
Net: Any	69 7%	2	12	32	4	28	33	62	41	1	8	3	2	7	7
None of these	928 93%	51 97%	168 93%	354 92%	30 89%	321 92%	358 91%	752 92%	440 92%	18 95%	67 88%	75 90%	78 90%	73 92%	176 95%j
Don't know	3	-	-	1	-	1	1	2	-	-	1	-	1	-	1
Average no. of mentions	1.06	1.00	1.07	1.04	1.00	1.04	1.10	1.06	1.05	1.00	1.00	1.51	1.00	1.00	1.07

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1007	490	517	126	160	170	136	150	265	145	120	160	248	231	368	557	248	202	286	721	150	114	122
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.9)	242 24%	125 26%	116 23%	19 14%	14 8%	41 22%D	33 22%D	63 39%CD EF	72 37%CD EF	46 43%CD EFJ	26 29%CD	56 28%	73 24%	48 23%	65 22%	159 28%P	38 15%	45 25%p	54 18%	187 27%Rt u	25 16%	17 15%	29 22%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.9)	210 21%	99 20%	111 22%	9 7%	24 14%	47 25%CD	36 24%CD	46 29%CD	47 24%CD	28 27%CD	19 21%CD	54 28%N	65 21%	44 21%	47 16%	139 24%P	31 13%	40 22%p	63 21%	147 21%	34 22%	23 21%	30 23%
Broadband speeds being slower than expected	199 20%	99 20%	100 19%	23 17%hJ	43 26%HI J	43 23%HI J	38 25%HI J	38 24%HIJ	14 7%	11 10%	3 3%	50 25%N	58 19%	51 25%N	40 13%	129 23%Q	49 20%q	20 11%	69 23%	130 19%	35 22%	25 22%	30 23%
Poor reception on TV	145 14%	67 14%	78 15%	24 17%	19 12%	21 12%	21 14%	34 21%de hj	24 12%	15 14%	9 10%	28 14%	44 15%	32 16%	41 14%	81 14%	41 16%	23 13%	42 14%	102 15%	23 15%	13 12%	24 18%
Poor radio reception	75 7%	30 6%	44 9%	12 9%	11 7%	20 11%HI	14 9%hi	11 7%	7 3%	2 2%	4 5%	14 7%	22 7%	20 10%	18 6%	47 8%	19 8%	8 5%	34 11%S	41 6%	14 9%	10 9%	18 13%S
Being a victim of people making transactions using someone else's bank details	39 4%	20 4%	19 4%	6 4%	4 2%	12 7%HIj	10 6%hj	5 3%	2 1%	1 1%	1 1%	12 6%n	10 3%	11 5%n	5 2%	27 5%	8 3%	4 2%	18 6%S	20 3%	5 4%	7 7%	10 7%S

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD					
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)	
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*	
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.10)	37 4%	17 4%	19 4%	11 8%gHI	8 5%	7 4%	6 4%	3 2%	2 1%	*	*	2 2%	4 2%	11 3%	11 5%	11 4%	22 4%	11 5%	4 2%	15 5%	21 3%	8 5%	6 5%	8 6%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.10)	33 3%	15 3%	18 4%	3 2%	12 7%HIJ	9 5%HIj	5 3%h	5 3%h	*	*	-	11 5%h	11 4%	6 3%	5 2%	23 4%	9 4%	2 1%	14 5%	20 3%	12 8%h	4 4%	2 2%	
Have received an unexpectedly high landline bill	31 3%	15 3%	16 3%	3 2%	5 3%	6 3%	5 3%	5 3%	7 4%	5 5%	2 2%	5 3%	11 4%	4 2%	10 4%	21 4%	7 3%	4 2%	10 3%	21 3%	3 2%	4 3%	6 5%	
Difficulty resolving an issue with one of your communications service providers/supplier	26 3%	13 3%	13 3%	1 1%	4 2%	7 4%h	5 3%	8 5%hJ	1 *	1 1%	-	3 2%	10 3%	6 3%	7 2%	18 3%	5 2%	3 2%	9 3%	17 2%	1 1%	4 4%	6 5%	
Offended by language on the radio	21 2%	9 2%	12 2%	1 *	-	1 *	1 *	6 4%de	13 7%CDE	7 7%CDE	6 7%CDE	3 2%	11 4%	2 1%	4 1%	13 2%	1 *	7 4%p	3 1%	18 3%	1 *	1 *	3 2%	
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	19 2%	11 2%	7 1%	6 4%	3 2%	5 2%	3 2%	1 1%	1 1%	1 1%	-	3 1%	8 3%	2 1%	5 2%	10 2%	8 3%q	-	10 3%	9 1%	5 3%	4 4%	4 3%	
Incorrect charges on your landline bill	18 2%	12 3%	6 1%	2 1%	7 4%j	2 1%	3 2%	2 1%	2 1%	2 2%	-	2 1%	8 3%	2 1%	6 2%	10 2%	7 3%	2 1%	9 3%	10 1%	4 3%	5 4%h	4 3%	

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
Incorrect charges on your mobile bill	17 2%	10 2%	8 1%	6 4%HI	2 1%	5 2%h	3 2%	2 1%	-	-	-	1 *	6 2%	5 3%	5 2%	12 2%	5 2%	1 *	10 3% <i>s</i>	7 1%	6 4% <i>s</i>	7 7% <i>S</i>	6 5% <i>S</i>
Being misled when taking out a new contract for a mobile phone	15 1%	4 1%	10 2%	1 *	3 2%	3 2%	3 2%	5 3%h	-	-	-	1 *	5 2%	5 3%	3 1%	10 2%	1 *	4 2%	8 2%	7 1%	5 3%	4 4% <i>s</i>	4 3%
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	11 1%	4 1%	7 1%	2 1%	1 1%	4 2%h	1 1%	3 2%h	-	-	-	2 1%	3 1%	2 1%	4 1%	9 2%	2 1%	-	6 2%	6 1%	3 2%	5 4% <i>S</i>	5 3% <i>s</i>
Being a victim of people saying upsetting things about others on internet sites	11 1%	2 *	9 2%	2 1%	2 1%	-	4 3%eh	3 2%	-	-	-	2 1%	5 2%	1 *	3 1%	5 1%	2 1%	4 2%	5 2%	6 1%	2 1%	3 2%	3 2%
Being a victim of someone using another person's identity online	10 1%	7 1%	3 1%	-	2 1%	7 4%HI	-	2 1%	-	-	-	2 1%	1 *	5 3% <i>l</i>	2 1%	9 2%	1 *	1 *	5 2%	5 1%	1 1%	4 4% <i>s</i>	2 2%
Being unable to afford a landline	10 1%	3 1%	7 1%	2 2%	1 *	2 1%	3 2%	1 1%	2 1%	2 2%	-	-	2 1%	3 1%	5 2%	2 *	4 1%	5 3% <i>O</i>	5 2%	6 1%	3 2%	2 2%	2 2%
Problems with security/access to personal information	9 1%	4 1%	5 1%	1 1%	-	4 2%	2 1%	1 1%	2 1%	1 1%	1 1%	-	-	4 2% <i>l</i>	5 2% <i>l</i>	6 1%	1 *	3 1%	5 2%	4 1%	2 1%	2 1%	3 2%
Receiving an unexpectedly high bill for your internet service	8 1%	3 1%	5 1%	1 1%	4 2%h	2 1%	-	1 1%	-	-	-	1 *	3 1%	2 1%	2 1%	5 1%	3 1%	-	3 1%	5 1%	1 1%	1 1%	1 1%
Being charged for media content such as ring tones on your mobile but not receiving them	6 1%	3 1%	2 *	-	2 1%	4 2%	-	-	-	-	-	-	2 1%	3 2%	1 *	4 1%	1 1%	-	4 1%	1 *	2 1%	4 4% <i>S</i>	4 3% <i>S</i>
Children overriding age controls and accessing adult content through mobile phones	5 1%	3 1%	3 *	-	-	2 1%	3 2%	-	* *	* *	-	2 1%	2 1%	-	1 *	5 1%	-	-	5 2% <i>S</i>	-	2 1% <i>s</i>	2 2% <i>S</i>	5 4% <i>S</i>
Being charged for calls made on your mobile after it was stolen	5 *	3 1%	2 *	1 1%	-	2 1%	-	2 1%	-	-	-	1 *	1 *	2 1%	1 *	4 1%	-	1 1%	3 1%	2 *	1 *	2 2% <i>s</i>	3 2% <i>s</i>

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)
Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
* small base

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
Problems with phone ins for television programmes	4	3	1	1	-	1	1	-	1	1	-	2	-	-	1	3	-	1	1	2	1	1	1
Incorrect charges on your internet bill	3	1	2	-	1	-	1	-	-	-	-	-	1	1	1	1	1	1	2	-	1	-	-
Being moved to a new landline supplier without agreeing to move	2	-	2	-	-	1	-	1	-	-	-	-	2	-	1	-	1	1	1	1	1	-	-
Difficulty obtaining a MAC code when trying to switch broadband supplier	2	2	-	1	-	1	-	-	-	-	-	2	-	-	-	1	1	-	1	1	1	-	-
Children accessing adult content through internet	2	-	2	-	-	-	2	-	-	-	-	-	1	-	1	-	1	1	1	1	-	-	1
Net: Received silent calls on landline OR mobile phone ^f	266	137	130	28	21	42	39	64	73	46	27	57	83	54	72	171	48	48	63	203	30	19	31
Net: Received abandoned calls on landline OR mobile phone	221	106	115	11	29	48	38	48	47	28	19	58	66	47	51	145	34	41	67	154	36	25	30
Net: Any	585	283	302	76	79	104	96	112	119	72	47	131	176	120	158	351	135	99	175	410	86	60	84
None of these	415	202	213	64	88	81	57	49	76	34	42	65	126	86	138	221	115	79	129	287	70	50	49
Average number of mentions	2.07	2.06	2.08	1.79	2.17H	2.47c	2.12H	2.20H	1.67	1.74	1.55	1.99	2.15	2.27	1.90	2.20	1.90	1.84	2.35s	1.95	2.31s	2.62S	2.52S

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)
Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
* small base

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wales (m)	Scotland (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1007	808	78	117	39	124	81	65	117	87	126	147	105	50	66	891	858	149
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.9)	242 24%	216 27% ^C	12 17%	13 11%	14 31%	33 26% ^{jk}	32 34% ^{JK} o	14 24% ^j	25 21%	28 34% ^{JK}	14 12%	19 13%	25 27% ^{JK}	15 34% ^{JK}	21 31% ^{JK}	206 23% ^{JK}	236 28% ^Q	5 4%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.9)	210 21%	171 21%	18 25%	20 18%	5 12%	27 21% ^{kk}	36 38% ^{eH} JKLO	15 25% ^K	17 14%	22 27% ^{hj} K	17 14%	15 10%	17 18%	21 50% ^{Eg} HIJKL nO	16 24% ^{kk}	172 19% ^{kk}	207 24% ^Q	3 2%
Broadband speeds being slower than expected	199 20%	157 19%	26 36% ^{AC}	16 14%	3 7%	15 12%	23 24% ^{ee}	16 27% ^{ee}	28 23% ^{ee}	22 27% ^{ee}	18 15%	22 15%	27 29% ^{EJ} kno	14 32% ^{EJ} kn	9 14%	175 20%	182 21% ^q	17 12%
Poor reception on TV	145 14%	123 15% ^{cc}	13 18% ^{cc}	9 8%	6 15%	13 10%	12 12%	15 24% ^{ej} n	19 16%	16 19%	13 11%	21 15%	19 20% ^{ee}	6 13%	5 8%	134 15%	110 13%	35 24% ^P
Poor radio reception	75 7%	62 8%	5 7%	8 7%	4 9%	13 10% ^K	4 4%	6 9% ^K	9 8% ^k	5 6%	10 9% ^K	2 1%	11 12% ^K	7 16% ^{Ko}	4 6%	64 7% ^{kk}	68 8%	7 5%
Being a victim of people making transactions using someone else's bank details	39 4%	33 4%	1 2%	5 4%	1 2%	5 4%	9 10% ^{no}	2 3%	5 4%	2 3%	2 2%	7 5%	3 4%	1 3%	-	37 4%	35 4%	4 3%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.10)	37 4%	26 3%	3 4%	7 6%	1 2%	7 6%	3 3%	- -	7 6%	3 3%	2 2%	5 4%	2 2%	5 12% gJk IO	2 3%	29 3%	29 3%	7 5%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.10)	33 3%	26 3%	2 3%	6 5%	4 9%	1 1%	4 4%	5 8% eKn	7 6% k	1 2%	3 3%	1 1%	4 5%	2 5%	- -	31 4%	28 3%	5 4%
Have received an unexpectedly high landline bill	31 3%	24 3%	1 2%	6 5%	1 1%	5 4%	5 5%	- 1%	1 1%	5 6%	2 2%	2 2%	2 2%	4 9% ghj ko	4 5%	24 3%	30 4%	1 1%
Difficulty resolving an issue with one of your communications service providers/supplier	26 3%	20 2%	3 5%	3 2%	4 8%	4 3%	2 2%	2 3%	1 1%	2 3%	2 1%	2 1%	3 3%	2 4%	3 5%	21 2%	21 3%	4 3%
Offended by language on the radio	21 2%	16 2%	3 4%	2 2%	- -	- -	4 5% e	- -	1 1%	3 3%	2 1%	1 1%	3 3% e	4 9% Egh JKO	3 4% e	14 2%	20 2%	1 1%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	19 2%	12 1%	1 2%	5 5% a	- -	3 2%	1 1%	3 5%	4 3%	1 1%	2 2%	2 1%	2 2%	1 2%	- -	18 2%	12 1%	6 4% p
Incorrect charges on your landline bill	18 2%	9 1%	4 5% A	6 5% A	1 2%	4 3%	1 1%	1 2%	- -	5 6% hlo	3 3%	2 1%	- -	- -	2 3%	17 2%	17 2%	1 1%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wales (m)	Scotland (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
Incorrect charges on your mobile bill	17 2%	9 1%	2 3%	6 5%A	-	6 5%kko	4 5%k	2 4%	2 2%	-	1 1%	1 *	-	1 2%	-	17 2%	13 2%	5 3%
Being misled when taking out a new contract for a mobile phone	15 1%	11 1%	1 1%	3 2%	-	2 2%	2 2%	2 4%	2 1%	2 2%	1 1%	1 *	2 2%	1 2%	-	14 2%	14 2%	1 *
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	11 1%	6 1%	1 1%	5 4%A	1 2%	3 2%	3 3%	1 1%	-	-	1 *	1 *	1 1%	2 6%hij kO	-	9 1%	8 1%	4 2%
Being a victim of people saying upsetting things about others on internet sites	11 1%	9 1%	1 1%	1 1%	-	2 2%	-	-	-	1 2%	1 1%	2 1%	-	3 8%fgH jKLO	1 1%	7 1%	7 1%	4 3%p
Being a victim of someone using another person's identity online	10 1%	7 1%	1 2%	2 2%	1 2%	2 2%	5 5%hjk iO	-	-	2 2%	-	-	-	1 2%	-	9 1%	10 1%	-
Being unable to afford a landline	10 1%	7 1%	-	3 3%	1 3%	3 3%	2 2%	1 2%	1 1%	-	-	1 *	1 1%	1 1%	-	10 1%	3 *	7 5%P
Problems with security/access to personal information	9 1%	3 *	-	6 5%A	-	4 3%	1 1%	1 1%	2 2%	-	-	-	-	-	2 2%	7 1%	8 1%	1 1%
Receiving an unexpectedly high bill for your internet service	8 1%	5 1%	2 2%	2 1%	-	2 2%	1 1%	-	-	2 2%	-	1 1%	1 1%	2 4%hjo	-	7 1%	6 1%	2 1%
Being charged for media content such as ring tones on your mobile but not receiving them	6 1%	1 *	-	4 4%A	-	2 1%	2 2%	-	-	-	1 1%	1 *	1 1%	-	-	6 1%	4 1%	1 1%
Children overriding age controls and accessing adult content through mobile phones	5 1%	3 *	-	2 2%	-	2 2%	2 2%	-	-	-	-	-	-	1 2%	1 1%	4 *	5 1%	-
Being charged for calls made on your mobile after it was stolen	5 *	3 *	-	2 1%	1 2%	2 1%	-	1 1%	-	-	-	1 *	-	1 2%	-	4 *	4 *	1 1%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wales (m)	Scotland (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
Problems with phone ins for television programmes	4	2	-	2	-	1	1	-	-	-	-	1	1	-	-	4	4	-
Incorrect charges on your internet bill	3	2	-	1	-	-	-	1	-	-	-	1	1	-	-	3	1	1
Being moved to a new landline supplier without agreeing to move	2	1	-	1	-	-	-	-	-	2	-	-	-	-	-	2	2	-
Difficulty obtaining a MAC code when trying to switch broadband supplier	2	1	1	-	-	-	1	-	-	1	-	-	-	-	-	2	2	-
Children accessing adult content through internet	2	2	-	-	-	-	-	-	-	1	-	-	-	1	-	1	1	1
Net: Received silent calls on landline OR mobile phone	266 27%	236 29%bC	12 17%	17 14%	15 34%	36 28%jK	35 37%JK o	14 24%	33 26%j	29 35%JK	15 13%	23 16%	26 27%JK	19 44%gh JKO	22 32%JK	225 25%JK	254 30%Q	12 9%
Net: Received abandoned calls on landline OR mobile phone	221 22%	181 22%	19 26%	20 18%	6 14%	28 21%k	36 38%eH JKIO	16 26%k	19 16%	24 28%k	18 15%	16 11%	20 21%k	22 51%Eg HJKL NO	16 24%k	182 21%k	213 25%Q	8 6%
Net: Any	585 58%	492 61%C	43 59%c	49 43%	28 63%	73 57%k	71 75%eH JKNO	43 71%hJ Kn	60 48%	60 73%eH JKNo	59 50%	62 43%	61 64%hj K	37 85%EH JKINO	32 48%	516 58%K	516 60%Q	69 48%
None of these	415 42%	317 39%	30 41%	65 57%Ab	16 37%	56 43%fi M	24 25%	18 29%	64 52%FG IM	23 27%	59 50%Fg IM	80 57%eF GILMO	34 36%lm	6 15%	35 52%FgIM	374 42%Fi M	340 40%	76 52%P
Average number of mentions	2.07	1.96	2.42a	2.88A	1.68	2.20	2.24	2.06	2.22j	2.07	1.68	1.75	2.07j	2.56J ko	2.24	2.02	2.10	1.82

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1007	874	394	478	9	133
Weighted Base	1000	894	443	445	13**	106
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.9)	242 24%	212 24%	93 21%	113 25%	8 61%	29 28%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.9)	210 21%	186 21%	99 22%	84 19%	6 47%	23 22%
Broadband speeds being slower than expected	199 20%	191 21%E	112 25%CE	77 17%E	5 39%	8 7%
Poor reception on TV	145 14%	129 14%	55 12%	76 17%	1 7%	15 14%
Poor radio reception	75 7%	69 8%	42 9%	27 6%	1 7%	6 6%
Being a victim of people making transactions using someone else's bank details	39 4%	38 4%	27 6%ce	12 3%	-	1 1%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.10)	37 4%	36 4%	19 4%	16 3%	1 7%	1 1%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Weighted Base	1000	894	443	445	13**	106
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.10)	33 3%	33 4%ce	26 6%Ce	7 2%	1 7%	-
Have received an unexpectedly high landline bill	31 3%	29 3%	10 2%	16 4%	2 19%	2 2%
Difficulty resolving an issue with one of your communications service providers/supplier	26 3%	24 3%	11 2%	12 3%	1 7%	2 2%
Offended by language on the radio	21 2%	18 2%	6 1%	11 3%	1 7%	3 2%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	19 2%	19 2%	14 3%	5 1%	1 7%	-
Incorrect charges on your landline bill	18 2%	18 2%	8 2%	10 2%	-	1 1%
Incorrect charges on your mobile bill	17 2%	17 2%	13 3%c	3 1%	1 7%	-
Being misled when taking out a new contract for a mobile phone	15 1%	15 2%	12 3%c	2 -	1 7%	-
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	11 1%	11 1%	7 2%	3 1%	1 7%	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Weighted Base	1000	894	443	445	13**	106
Being a victim of people saying upsetting things about others on internet sites	11 1%	10 1%	2 *	6 1%	1 7%	1 1%
Being a victim of someone using another person's identity online	10 1%	10 1%	8 2%	2 *	1 7%	- -
Being unable to afford a landline	10 1%	10 1%	3 1%	5 1%	2 15%	1 1%
Problems with security/access to personal information	9 1%	7 1%	5 1%	2 *	- -	2 2%
Receiving an unexpectedly high bill for your internet service	8 1%	8 1%	3 1%	5 1%	- -	- -
Being charged for media content such as ring tones on your mobile but not receiving them	6 1%	6 1%	4 1%	2 *	- -	- -
Children overriding age controls and accessing adult content through mobile phones	5 1%	5 1%	5 1%	- *	- -	- -
Being charged for calls made on your mobile after it was stolen	5 *	5 1%	3 1%	1 *	1 7%	- -
Problems with phone ins for television programmes	4 *	3 *	3 1%	- -	- -	1 1% ^c
Incorrect charges on your internet bill	3 *	3 *	1 *	1 *	- -	- -
Being moved to a new landline supplier without agreeing to move	2 *	2 *	1 *	1 *	- -	- -

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Weighted Base	1000	894	443	445	13**	106
Difficulty obtaining a MAC code when trying to switch broadband supplier	2 .	2 .	1 .	- .	1 10%	- .
Children accessing adult content through internet	2 .	2 .	2 .	- .	- .	- .
Net: Received silent calls on landline OR mobile phone'	266 27%	236 26%	105 24%	125 28%	8 61%	30 29%
Net: Received abandoned calls on landline OR mobile phone	221 22%	197 22%	104 23%	90 20%	6 47%	23 22%
Net: Any	585 58%	529 59%	266 60%	257 58%	11 90%	56 52%
None of these	415 42%	365 41%	177 40%	187 42%	1 10%	51 48%
Average number of mentions	2.07	2.11	2.22e	1.94	3.06	1.74

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	TYPE OF INTERNET (Q.2a)						
	Total	Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	1007	693	9	668	13	5	314
Weighted Base	1000	733	9**	710	12**	6**	267
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.9)	242 24%	192 26% ^f	3 39%	187 26% ^f	3 22%	1 12%	50 19%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.9)	210 21%	161 22%	2 24%	158 22%	-	1 11%	49 18%
Broadband speeds being slower than expected	199 20%	195 27% ^F	-	194 27% ^F	1 4%	-	4 1%
Poor reception on TV	145 14%	105 14%	2 25%	101 14%	4 34%	-	40 15%
Poor radio reception	75 7%	63 9% ^f	1 18%	61 9% ^f	1 8%	-	12 4%
Being a victim of people making transactions using someone else's bank details	39 4%	34 5% ^f	-	34 5% ^f	2 18%	-	5 2%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.10)	37 4%	31 4%	1 16%	29 4%	1 4%	-	5 2%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Weighted Base	1000	733	9**	710	12**	6**	267
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.10)	33 3%	29 4%	- -	29 4%	- -	- -	4 2%
Have received an unexpectedly high landline bill	31 3%	26 4%	2 22%	24 3%	1 4%	- -	5 2%
Difficulty resolving an issue with one of your communications service providers/supplier	26 3%	22 3%	- -	21 3%	1 4%	- -	4 1%
Offended by language on the radio	21 2%	14 2%	1 11%	13 2%	- -	- -	7 3%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	19 2%	16 2%	- -	16 2%	2 18%	- -	2 1%
Incorrect charges on your landline bill	18 2%	17 2%	- -	16 2%	1 4%	- -	2 1%
Incorrect charges on your mobile bill	17 2%	15 2%	- -	14 2%	2 13%	- -	2 1%
Being misled when taking out a new contract for a mobile phone	15 1%	14 2%	- -	14 2%	- -	- -	1 *
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	11 1%	9 1%	- -	8 1%	1 4%	- -	3 1%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Weighted Base	1000	733	9**	710	12**	6**	267
Being a victim of people saying upsetting things about others on internet sites	11 1%	11 1%	- -	11 2%	- -	- -	- -
Being a victim of someone using another person's identity online	10 1%	10 1%	1 10%	10 1%	- -	- -	- -
Being unable to afford a landline	10 1%	5 1%	- -	4 1%	1 10%	- -	5 2% ^c
Problems with security/access to personal information	9 1%	6 1%	- -	6 1%	- -	- -	3 1%
Receiving an unexpectedly high bill for your internet service	8 1%	8 1%	- -	8 1%	1 4%	- -	- -
Being charged for media content such as ring tones on your mobile but not receiving them	6 1%	6 1%	- -	5 1%	1 4%	- -	- -
Children overriding age controls and accessing adult content through mobile phones	5 1%	5 1%	* 5%	5 1%	- -	- -	- -
Being charged for calls made on your mobile after it was stolen	5 *	3 *	- -	3 *	- -	- -	2 1%
Problems with phone ins for television programmes	4 *	3 *	- -	3 *	- -	- -	1 *
Incorrect charges on your internet bill	3 *	1 *	- -	1 *	1 4%	- -	1 1%
Being moved to a new landline supplier without agreeing to move	2 *	2 *	- -	2 *	- -	- -	- -

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Weighted Base	1000	733	9**	710	12**	6**	267
Difficulty obtaining a MAC code when trying to switch broadband supplier	2	2	-	2	-	-	-
Children accessing adult content through internet	2	2	-	2	-	-	-
Net: Received silent calls on landline OR mobile phone'	266 27%	212 29%F	4 51%	205 29%F	3 26%	1 12%	54 20%
Net: Received abandoned calls on landline OR mobile phone	221 22%	168 23%	2 24%	165 23%	-	1 11%	53 20%
Net: Any	585 58%	456 62%F	6 71%	444 63%F	6 52%	1 23%	129 48%
None of these	415 42%	277 38%	2 29%	266 37%	6 48%	4 77%	139 52%AC
Average number of mentions	2.07	2.21F	2.38	2.20F	3.13	1.00	1.59

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1007	55	178	374	39	331	409	813	471	23	71	80	86	82	194
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.9)	242 24%	7 13%	36 20%	110 28%a	11 34%a	98 28%a	100 25%	203 25%	127 27%	7 34%	15 20%	19 25%	13 16%	22 27%	38 21%
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.9)	210 21%	5 10%	31 17%	99 25%ab	8 24%	90 26%ab	91 23%	183 22%an	117 24%an	7 36%	19 25%	17 22%	13 16%	10 13%	27 14%
Broadband speeds being slower than expected	199 20%	6 11%	37 21%	95 25%	6 17%	89 25%	78 20%	183 22%N	112 23%kN	6 29%	21 27%kN	10 13%	23 28%km	11 14%	15 8%
Poor reception on TV	145 14%	10 18%	16 9%	45 12%	8 24%be	36 10%	84 21%BC E	120 15%	70 15%	4 20%	9 12%	6 7%	16 20%k	15 19%	25 14%
Poor radio reception	75 7%	5 10%	13 7%	25 7%	2 7%	23 7%	35 9%	73 9%N	51 11%N	2 12%	2 3%	5 6%n	9 11%N	3 4%	2 1%
Being a victim of people making transactions using someone else's bank details	39 4%	2 3%	8 5%	18 5%	2 5%	16 5%	18 5%	36 4%	23 5%	-	5 6%	2 2%	1 2%	5 6%	3 2%
Receiving silent calls (this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call) (Q.10)	37 4%	2 4%	10 6%	14 4%	1 4%	13 4%	10 3%	25 3%	13 3%	2 9%	2 3%	4 5%	3 4%	2 2%	11 6%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
Receiving 'abandoned calls with recorded message' - this is where a company's telephone system has tried to call you, but when the call was put through there was no operator available to speak to you. You will have heard a recorded message. Please do not include if the recorded message heard was about a competition. (Q.10)	33 3%	- -	9 5%	16 4%	1 2%	15 4%	11 3%	31 4%	19 4%	2 9%	5 7%kn	- -	3 4%	1 1%	3 2%
Have received an unexpectedly high landline bill	31 3%	2 3%	8 4%	15 4%	- -	15 4%	8 2%	29 4%	16 3%	1 5%	1 1%	3 4%	3 4%	5 6%	3 1%
Difficulty resolving an issue with one of your communications service providers/supplier	26 3%	- -	4 2%	10 3%	2 6%	8 2%	15 4%	22 3%	14 3%	1 5%	4 5%	1 1%	1 1%	2 2%	4 2%
Offended by language on the radio	21 2%	2 3%	2 1%	6 2%	2 7%be	4 1%	12 3%	19 2%	11 2%	1 5%	* 1%	5 7%ghl n	- -	2 2%	2 1%
Received an unexpectedly high mobile bill, for example due to internet charges or calls to numbers you did not know were expensive to call	19 2%	1 2%	4 2%	9 2%	2 5%	7 2%	7 2%	15 2%	10 2%	1 5%	- -	2 2%	2 3%	* 1%	3 2%
Incorrect charges on your landline bill	18 2%	4 7%F	3 2%	9 2%	- -	9 2%	3 1%	15 2%	7 2%	1 5%	2 3%	- -	4 5%h	1 1%	3 2%
Incorrect charges on your mobile bill	17 2%	2 4%	3 2%	8 2%	- -	8 2%	7 2%	13 2%	10 2%	1 5%	- -	2 2%	1 1%	- -	5 2%
Being misled when taking out a new contract for a mobile phone	15 1%	- -	8 4%cof	4 1%	2 5%ef	3 1%	4 1%	11 1%	7 1%	1 5%	- -	2 2%	- -	2 2%	4 2%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	Total	TV PLATFORM(Q.3)					HOW OFTEN LISTEN TO RADIO (Q.4)								
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
Being given incorrect information about mobile tariffs or coverage by mobile operator/supplier	11 1%	- -	2 1%	4 1%	1 3%	3 1%	6 2%	10 1%	4 1%	1 5%	- -	2 2%	2 2%	2 2%	2 1%
Being a victim of people saying upsetting things about others on internet sites	11 1%	- -	1 *	3 1%	- -	3 1%	7 2%	9 1%	5 1%	1 5%	- -	1 2%	2 2%	- -	2 1%
Being a victim of someone using another person's identity online	10 1%	- -	3 2%	3 1%	- -	3 1%	7 2%	9 1%	2 *	1 5%	3 4%gH	2 2%	- -	1 1%	1 1%
Being unable to afford a landline	10 1%	- -	1 1%	7 2%	1 3%	6 2%	4 1%	9 1%	8 2%	- -	- -	- -	1 1%	- -	2 1%
Problems with security/access to personal information	9 1%	- -	1 *	5 1%	- -	5 1%	3 1%	8 1%	5 1%	- -	- -	2 3%	- -	- -	1 1%
Receiving an unexpectedly high bill for your internet service	8 1%	2 4%c	1 *	2 1%	- -	2 1%	3 1%	5 1%	1 *	1 5%	- -	- -	1 1%	2 3%h	3 2%h
Being charged for media content such as ring tones on your mobile but not receiving them	6 1%	- -	1 1%	2 *	- -	2 1%	2 1%	5 1%	2 *	- -	- -	2 3%gh	1 1%	- -	1 *
Children overriding age controls and accessing adult content through mobile phones	5 1%	- -	2 1%	2 1%	- -	2 1%	1 *	5 1%	3 1%	- -	- -	- -	2 3%ghn	1 1%	- -
Being charged for calls made on your mobile after it was stolen	5 *	- -	2 1%	1 *	- -	1 *	3 1%	4 *	1 *	1 5%	- -	2 2%h	- -	1 1%	1 *
Problems with phone ins for television programmes	4 *	- -	2 1%t	1 *	- -	1 *	- -	2 *	1 *	- -	1 1%	- -	- -	- -	1 1%
Incorrect charges on your internet bill	3 *	- -	1 *	1 *	- -	1 *	2 1%	2 *	1 *	- -	- -	- -	1 1%	- -	1 *

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.9-Q.13 Whether each issue experienced at all- total
Base: All adults

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
Being moved to a new landline supplier without agreeing to move	2	-	-	1	-	1	1	2	1	-	-	1	-	-	-
Difficulty obtaining a MAC code when trying to switch broadband supplier	2	-	1	1	-	1	-	2	1	-	-	-	1	-	-
Children accessing adult content through internet	2	-	-	-	-	-	2	2	-	-	-	-	-	-	-
Net: Received silent calls on landline OR mobile phone ^f	266 27%	8 15%	43 24%	120 31%a	11 34%	108 31%a	105 27%	218 27%	133 28%	7 34%	17 22%	21 27%	16 20%	23 29%	49 26%
Net: Received abandoned calls on landline OR mobile phone	221 22%	5 10%	32 18%	103 27%ab	9 26%	95 27%ab	96 24%	193 24%n	121 25%N	7 36%	23 30%mn	17 22%	15 19%	11 14%	27 15%
Net: Any	585 58%	24 46%	91 50%	246 64%aB	21 62%	224 64%aB	254 65%aB	494 61%kN	301 63%kN	11 56%	49 64%kn	36 46%	52 64%kn	45 57%	90 49%
None of these	415 42%	29 54%ce	90 50%CEF	140 36%	13 38%	126 36%	138 35%	321 39%	179 37%	9 44%	28 36%	42 54%gh	29 36%	35 43%	94 51%GHj
Average number of mentions	2.07	2.03	2.31	2.09	2.33	2.08	2.06	2.12	2.14	3.60	1.82	2.39	1.98	1.90	1.79

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.14a You said earlier that you personally have received silent calls on your landline. On average, how many silent calls does your household receive on the landline each month?
 Base: All adults who have personally received silent calls on their landline

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-ied (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	240	126	114	14	14	33	30	56	93	58	35	47	60	51	82	154	35	51	46	194	24	19	23
Weighted Base	242	125	116*	19**	14**	41**	33**	63*	72*	46*	26*	56*	73*	48*	65*	159	38**	45*	54*	187	25**	17**	29**
1	42	20	21	3	1	10	7	8	13	12	2	9	12	9	11	31	4	6	14	28	9	2	4
	17%	16%	18%	14%	9%	24%	20%	13%	19%	26% ^{kl}	6%	17%	17%	19%	16%	20%	11%	13%	25%	15%	35%	14%	16%
2	33	20	14	4	1	9	2	7	10	4	6	13	13	2	5	20	6	8	7	27	4	3	2
	14%	16%	12%	20%	9%	23%	6%	11%	14%	9%	22%	24% ^{mm}	18%	4%	8%	12%	16%	17%	13%	14%	16%	20%	6%
3	17	9	8	-	1	3	4	5	4	1	3	1	6	5	6	9	3	5	3	14	1	3	3
	7%	7%	7%	-	10%	7%	11%	9%	5%	2%	12%	2%	8%	11%	9%	6%	7%	12%	6%	8%	2%	18%	11%
4	40	23	17	4	3	8	3	10	12	8	4	8	7	13	12	26	7	7	9	31	6	3	4
	16%	18%	15%	23%	19%	18%	10%	16%	17%	16%	14%	15%	10%	26%	18%	17%	18%	15%	16%	17%	23%	19%	14%
5	14	10	3	1	1	2	-	5	4	4	1	4	5	1	3	10	2	2	1	13	1	-	-
	6%	8%	3%	6%	5%	6%	-	8%	6%	8%	3%	8%	7%	2%	5%	8%	6%	4%	1%	7%	3%	-	-
6-10	33	17	16	-	2	2	7	10	13	9	4	3	10	9	10	23	-	9	6	26	1	2	4
	14%	13%	14%	-	13%	4%	21%	16%	18%	19%	15%	6%	14%	19%	16%	15%	1%	20%	12%	14%	5%	14%	15%
11-20	19	10	9	-	1	1	6	5	6	3	3	7	1	3	8	15	3	1	4	14	2	2	3
	8%	8%	8%	-	5%	2%	19%	8%	9%	7%	11%	13% ^{kl}	2%	6%	12% ^{kl}	9%	7%	3%	8%	8%	7%	10%	10%
21-29	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
30+	24	12	12	1	4	2	5	7	5	3	3	4	8	6	6	15	4	5	3	21	1	1	2
	10%	9%	11%	4%	30%	6%	14%	11%	7%	6%	10%	8%	11%	12%	9%	10%	10%	5%	11%	4%	4%	6%	
Net: 2+ calls	180	101	79	10	13	27	27	49	54	32	23	42	51	38	49	119	25	36	33	147	15	14	18
	75%	80%	68%	54%	91%	67%	80%	78%	76%	69%	87%	75%	71%	78%	75%	75%	66%	81%	61%	78% ^r	60%	86%	62%
Don't know	20	4	16	6	-	4	-	6	4	2	2	4	9	1	5	9	9	3	8	12	1	-	6
	8%	3%	14% ^{ka}	33%	-	9%	-	9%	6%	5%	8%	8%	13%	3%	8%	5%	23%	6%	14%	7%	5%	-	22%
Mean score	8.76	7.47	10.31	4.48	23.47	5.26	10.71	9.05	7.29	6.04	9.54	7.68	9.29	8.83	9.06	9.18	8.18	7.64	7.87	9.00	6.39	6.91	9.60
Standard deviation	14.12	9.93	17.84	6.97	33.07	9.69	14.09	12.09	10.58	7.26	14.74	11.45	17.80	13.31	12.61	15.43	12.00	10.27	14.90	13.94	14.11	12.07	16.04
Standard error	0.94	0.91	1.75	2.01	8.84	1.77	2.57	1.69	1.13	0.99	2.57	1.73	2.38	1.90	1.46	1.28	2.16	1.50	2.27	1.04	2.94	2.77	3.50

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base; ** very small base (under 30) ineligible for sig testing

Q.14a You said earlier that you personally have received silent calls on your landline. On average, how many silent calls does your household receive on the landline each month?

Base: All adults who have personally received silent calls on their landline

	ETHNICITY				GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	240	213	14	12	10	31	26	18	27	27	16	19	28	17	21	202	237	3
Weighted Base	242	216	12**	13**	14**	33**	32**	14**	25**	28**	14**	19**	25**	15**	21**	206	236	5**
1	42 17%	37 17%	3 27%	1 6%	7 50%	2 6%	7 21%	1 10%	4 15%	8 27%	2 12%	3 13%	4 17%	- -	4 22%	37 18%	40 17%	1 22%
2	33 14%	26 12%	4 34%	3 27%	1 7%	8 24%	10 30%	1 6%	2 8%	2 8%	2 13%	3 15%	2 8%	2 15%	1 4%	30 15%	33 14%	- -
3	17 7%	16 7%	1 6%	1 4%	1 6%	2 5%	2 7%	- -	1 4%	2 6%	3 21%	- -	2 7%	2 15%	3 15%	12 6%	17 7%	- -
4	40 16%	36 17%	- -	4 31%	1 6%	4 14%	3 10%	6 41%	11 42%	3 12%	2 10%	3 13%	2 12%	2 12%	2 12%	36 17%	38 16%	2 41%
5	14 6%	12 6%	2 12%	- -	- -	2 6%	4 11%	- -	1 3%	2 7%	3 20%	1 4%	1 5%	- -	1 4%	13 6%	14 6%	- -
6-10	33 14%	29 13%	1 7%	3 25%	1 6%	8 24%	- -	3 22%	2 7%	4 14%	3 22%	3 18%	6 22%	2 13%	1 4%	30 15%	33 14%	- -
11-20	19 8%	17 8%	1 8%	- -	- 3%	- 1%	4 13%	1 7%	1 5%	1 4%	- -	3 14%	5 18%	2 14%	1 8%	16 8%	19 8%	- -
21-29	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
30+	24 10%	23 10%	1 6%	1 5%	3 23%	5 15%	1 2%	3 5%	3 11%	1 4%	- -	1 4%	3 11%	5 31%	2 11%	17 8%	22 9%	2 37%
Net: 2+ calls	180 75%	158 73%	9 73%	12 94%	7 50%	30 89%	24 73%	12 82%	20 79%	16 55%	12 88%	12 66%	21 83%	15 100%	11 55%	154 75%	176 74%	4 78%
Don't know	20 8%	20 9%	- -	- -	- -	2 5%	2 6%	1 8%	2 7%	5 17%	- -	4 21%	- -	- -	5 24%	15 7%	20 8%	- -
Mean score	8.76	9.05	6.40	5.89	16.95	10.59	4.73	7.98	7.56	6.19	4.01	7.60	9.94	13.16	11.27	8.21	8.66	12.89
Standard deviation	14.12	14.59	12.24	6.68	31.37	16.79	5.92	11.43	10.25	9.53	2.09	7.68	13.45	12.64	19.49	13.71	14.13	14.58
Standard error	0.94	1.04	3.27	1.93	9.92	3.12	1.18	2.86	2.01	1.87	0.52	1.92	2.54	3.07	5.03	0.99	0.95	8.42

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

** very small base (under 30) ineligible for sig testing

Q.14a You said earlier that you personally have received silent calls on your landline. On average, how many silent calls does your household receive on the landline each month?

Base: All adults who have personally received silent calls on their landline

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	240	202	79	119	5	38
Weighted Base	242	212	93*	113*	8**	29*
1	42 17%	39 19%	15 17%	21 19%	2 32%	2 7%
2	33 14%	30 14%	17 18%	14 12%	-	3 10%
3	17 7%	14 7%	5 6%	9 8%	-	3 11%
4	40 16%	35 16%	14 15%	20 18%	2 31%	5 17%
5	14 6%	11 5%	3 3%	8 7%	-	3 9%
6-10	33 14%	29 14%	14 16%	15 13%	-	3 12%
11-20	19 8%	14 7%	7 8%	7 6%	-	5 16%
21-29	-	-	-	-	-	-
30+	24 10%	21 10%	8 8%	10 9%	3 37%	3 11%
Net: 2+ calls	180 75%	154 73%	68 73%	83 73%	5 68%	26 87%
Don't know	20 8%	18 9%	10 10%	9 8%	-	2 6%
Mean score	8.76	8.41	9.07	7.52	12.57	11.18
Standard deviation	14.12	13.78	16.82	10.66	14.30	16.40
Standard error	0.94	1.00	1.94	1.02	6.39	2.77

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

* small base; ** very small base (under 30) ineligible for sig testing

Q.14a You said earlier that you personally have received silent calls on your landline. On average, how many silent calls does your household receive on the landline each month?

Base: All adults who have personally received silent calls on their landline

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	240	179	4	173	2	1	61
Weighted Base	242	192	3**	187	3**	1**	50*
1	42 17%	36 19%	-	35 19%	1 37%	-	6 12%
2	33 14%	27 14%	1 24%	27 14%	-	-	6 12%
3	17 7%	14 7%	1 20%	14 7%	-	-	3 6%
4	40 16%	33 17%	1 44%	31 17%	2 63%	-	7 14%
5	14 6%	12 6%	-	12 7%	-	-	2 3%
6-10	33 14%	23 12%	-	22 12%	-	-	10 21%
11-20	19 8%	14 7%	-	13 7%	-	1 100%	5 10%
21-29	-	-	-	-	-	-	-
30+	24 10%	18 9%	-	18 10%	-	-	6 12%
Net: 2+ calls	180 75%	141 74%	3 100%	137 73%	2 63%	1 100%	39 78%
Don't know	20 8%	15 8%	-	15 8%	-	-	5 11%
Mean score	8.76	8.65	3.83	8.74	2.89	20.00	9.20
Standard deviation	14.12	14.57	2.10	14.74	1.85	-	12.31
Standard error	0.94	1.12	1.05	1.15	1.31	-	1.66

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Q.14a You said earlier that you personally have received silent calls on your landline. On average, how many silent calls does your household receive on the landline each month?

Base: All adults who have personally received silent calls on their landline

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	240	8	37	108	14	93	101	199	125	8	13	19	15	19	41
Weighted Base	242	7**	36*	110*	11**	98*	100*	203	127	7**	15**	19**	13**	22**	38**
1	42 17%	2 23%	10 27%	15 13%	-	15 15%	19 19%	32 16%	19 15%	1 8%	2 15%	5 23%	3 19%	3 13%	9 25%
2	33 14%	2 27%	3 8%	15 14%	2 15%	13 14%	15 15%	30 15%	22 18%	-	-	3 15%	4 32%	-	4 10%
3	17 7%	-	1 4%	7 6%	1 6%	6 6%	10 10%	14 7%	5 4%	-	4 29%	1 4%	2 13%	2 8%	4 10%
4	40 16%	1 11%	8 22%	21 19%	5 42%	15 15%	15 15%	33 16%	23 18%	-	3 18%	3 15%	1 10%	3 15%	7 18%
5	14 6%	-	-	5 4%	-	5 5%	9 9%	12 6%	5 4%	2 29%	1 8%	2 10%	-	2 7%	2 5%
6-10	33 14%	1 15%	5 14%	16 15%	2 17%	14 14%	12 12%	28 14%	18 14%	2 24%	1 9%	2 11%	3 19%	2 9%	5 13%
11-20	19 8%	1 10%	3 8%	11 10%	1 9%	10 10%	8 8%	15 8%	10 8%	1 14%	-	3 15%	* 3%	1 5%	3 9%
21-29	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
30+	24 10%	1 14%	3 7%	14 13%	1 11%	13 13%	7 7%	22 11%	16 13%	2 24%	3 21%	-	* 3%	-	2 6%
Net: 2+ calls	180 75%	5 77%	23 64%	88 80%	11 100%	76 78%	76 77%	153 75%	100 78%	6 92%	13 85%	14 71%	11 81%	10 44%	27 71%
Don't know	20 8%	-	3 9%	7 6%	-	7 7%	5 5%	18 9%	8 6%	-	-	1 6%	-	9 43%	2 4%
Mean score	8.76	8.12	10.15	9.56	8.00	9.80	7.26	8.85	9.06	13.92	16.47	4.77	4.66	5.25	8.31
Standard deviation	14.12	10.48	20.91	13.24	9.78	13.68	11.91	13.88	12.74	11.42	29.74	3.96	7.17	5.32	15.49
Standard error	0.94	3.71	3.59	1.31	2.61	1.47	1.22	1.02	1.18	4.04	8.25	0.93	1.85	1.42	2.48

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.14a You said earlier that you personally have received silent calls on your landline. On average, how many silent calls does your household receive on the landline each month?

Base: All adults who have personally received silent calls on their landline

	Total	HOW CALLS DISTRIBUTED (Q.14b)				
		1 day (a)	2-3 days (b)	week (c)	couple weeks (d)	month (e)
Unweighted Base	240	6	5	29	27	133
Weighted Base	242	4**	5**	26**	26**	133
1	42 17%	-	-	-	-	-
2	33 14%	1 15%	1 20%	4 15%	-	28 21%
3	17 7%	1 19%	-	4 15%	4 16%	8 6%
4	40 16%	1 19%	-	3 13%	8 32%	26 20%
5	14 6%	-	-	-	2 9%	11 9%
6-10	33 14%	-	-	8 30%	5 20%	19 14%
11-20	19 8%	-	2 40%	5 18%	2 6%	10 8%
21-29	-	-	-	-	-	-
30+	24 10%	2 38%	1 19%	1 3%	-	21 15%
Net: 2+ calls	180 75%	4 100%	4 80%	25 94%	22 83%	124 93%
Don't know	20 8%	-	1 20%	2 6%	4 17%	10 7%
Mean score	8.76	14.42	16.18	7.45	5.26	11.83
Standard deviation	14.12	16.16	11.92	6.56	2.58	17.41
Standard error	0.94	6.60	5.96	1.24	0.56	1.54

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Q.14b And which of the following best describes how these calls were distributed?
 Base: All adults who received 2 or more silent calls on their landline each month

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	205	109	96	11	13	26	23	50	82	49	33	40	50	46	69	131	30	44	34	171	17	16	19
Weighted Base	200	105*	95*	16**	13**	31**	27**	55*	58*	34*	25**	46*	60*	39*	55*	127	34**	39*	40**	160	16**	14**	24**
Most received in one day	4	4	1	-	1	-	1	1	2	1	1	1	1	2	*	3	1	*	-	4	-	-	-
	2%	4%	1%	-	10%	-	3%	2%	3%	2%	3%	1%	2%	5%	1%	2%	4%	1%	-	3%	-	-	-
Most received over two to three days	5	3	2	-	-	-	1	3	1	1	-	2	-	1	2	3	1	1	-	5	-	-	-
	2%	3%	2%	-	-	-	4%	6%	1%	2%	-	4%	-	3%	4%	2%	3%	-	-	3%	-	-	-
Spread over a week	26	10	16	1	2	4	5	7	7	4	3	6	9	4	7	14	6	6	2	25	1	1	1
	13%	9%	17%	6%	18%	13%	18%	13%	11%	12%	11%	12%	15%	11%	13%	18%	15%	4%	15%	7%	5%	2%	
Spread over a couple of weeks	26	14	12	2	1	7	3	3	9	5	4	1	4	8	13	13	6	7	6	20	3	4	3
	13%	14%	13%	15%	12%	24%	11%	5%	16%	16%	15%	2%	7%	22%k	23%kl	10%	19%	18%	15%	13%	17%	30%	14%
Spread over the month	133	73	60	12	8	20	16	39	39	21	17	36	42	23	31	90	18	25	31	102	12	9	19
	67%	70%	63%	71%	60%	63%	60%	72%	66%	64%	70%	79%n	70%	59%	58%	71%	54%	63%	77%	64%	77%	65%	78%
Don't know	5	1	4	1	-	-	1	1	1	1	-	1	3	-	1	4	1	-	1	4	-	-	1
	2%	1%	4%	8%	-	-	4%	2%	3%	4%	-	2%	5%	-	3%	4%	-	3%	2%	-	-	-	6%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base; ** very small base (under 30) ineligible for sig testing

Q.14b And which of the following best describes how these calls were distributed?
 Base: All adults who received 2 or more silent calls on their landline each month

	ETHNICITY				GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	205	182	11	11	7	29	20	16	23	20	14	17	24	17	18	170	203	2
Weighted Base	200	179	9**	12**	7**	31**	26**	13**	22**	21**	12**	16**	21**	15**	16**	169	196	4**
Most received in one day	4 2%	4 2%	-	-	1 18%	-	-	-	1 4%	1 4%	-	-	-	1 7%	-	3 2%	4 2%	-
Most received over two to three days	5 2%	5 3%	-	-	-	-	-	-	-	-	-	2 11%	1 4%	-	2 13%	3 2%	5 2%	-
Spread over a week	26 13%	26 14%	-	1 5%	2 29%	2 5%	4 17%	1 11%	3 13%	2 11%	1 10%	1 5%	3 14%	3 23%	4 22%	19 11%	26 13%	-
Spread over a couple of weeks	26 13%	23 13%	-	4 30%	-	8 25%	2 8%	2 19%	2 9%	1 6%	-	-	4 21%	2 15%	4 26%	20 12%	26 13%	-
Spread over the month	133 67%	116 65%	9 100%	8 65%	4 53%	21 66%	19 75%	9 70%	16 71%	11 79%	11 90%	12 69%	8 57%	6 55%	119 39%	129 70%	129 66%	4 100%
Don't know	5 2%	5 3%	-	-	-	1 3%	-	-	1 3%	-	-	3 16%	1 4%	-	-	5 3%	5 3%	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

** very small base (under 30) ineligible for sig testing

Q.14b And which of the following best describes how these calls were distributed?
 Base: All adults who received 2 or more silent calls on their landline each month

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	205	170	65	103	3	35
Weighted Base	200	173	77*	92*	5**	27**
Most received in one day	4 2%	4 3%	4 5%	-	-	-
Most received over two to three days	5 2%	4 2%	-	4 4%	-	1 3%
Spread over a week	26 13%	24 14%	13 16%	12 13%	-	2 7%
Spread over a couple of weeks	26 13%	21 12%	7 10%	13 15%	-	6 20%
Spread over the month	133 67%	114 66%	51 66%	60 65%	5 100%	19 69%
Don't know	5 2%	5 3%	2 3%	3 3%	-	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e
 * small base; ** very small base (under 30) ineligible for sig testing

Q.14b And which of the following best describes how these calls were distributed?
 Base: All adults who received 2 or more silent calls on their landline each month

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	205	152	4	147	1	1	53
Weighted Base	200	156	3**	152	2**	1**	44*
Most received in one day	4 2%	4 2%	-	4 2%	-	-	1 2%
Most received over two to three days	5 2%	4 2%	-	4 3%	-	-	1 2%
Spread over a week	26 13%	21 14%	-	21 14%	-	-	5 12%
Spread over a couple of weeks	26 13%	19 12%	1 20%	19 12%	-	-	7 16%
Spread over the month	133 67%	104 67%	3 80%	100 66%	2 100%	1 100%	30 67%
Don't know	5 2%	4 3%	-	4 3%	-	-	1 2%

Q.14b And which of the following best describes how these calls were distributed?
 Base: All adults who received 2 or more silent calls on their landline each month

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	205	6	28	98	14	83	85	171	108	7	11	16	13	16	34
Weighted Base	200	5**	27**	95*	11**	83*	81*	171	108*	6**	13**	15**	11**	19**	29**
Most received in one day	4 2%	-	-	4%	-	4%	1%	4%	2%	-	2%	-	-	-	-
Most received over two to three days	5 2%	1 18%	1 4%	3%	-	3%	-	4%	2%	-	-	-	-	2%	1%
Spread over a week	26 13%	-	5 17%	8 9%	3 30%	5 6%	15 18%	24 14%	18 16%	-	3 22%	1 8%	2 17%	1 5%	2 7%
Spread over a couple of weeks	26 13%	-	3 11%	12 13%	1 11%	11 13%	13 17%	22 13%	10 9%	1 15%	3 23%	7 44%	-	2 10%	4 14%
Spread over the month	133 67%	4 69%	16 59%	65 69%	5 47%	59 71%	52 64%	111 65%	74 69%	5 85%	5 39%	7 47%	8 79%	11 60%	22 77%
Don't know	5 2%	1 13%	2 9%	2 2%	1 8%	1 1%	1 1%	5 3%	2 2%	-	-	-	-	3 13%	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.14b And which of the following best describes how these calls were distributed?
 Base: All adults who received 2 or more silent calls on their landline each month

	Total	NUMBER OF CALLS RECEIVED (Q.14a)						
		2 (a)	3 (b)	4 (c)	5 (d)	6-10 (e)	11-20 (f)	30+ (g)
Unweighted Base	205	31	19	42	13	37	21	26
Weighted Base	200	33**	17**	40*	14**	33*	19**	24**
Most received in one day	4 2%	1 2%	1 5%	1 2%	-	-	-	2 7%
Most received over two to three days	5 2%	1 3%	-	-	-	-	2 10%	1 4%
Spread over a week	26 13%	4 12%	4 22%	3 9%	-	8 24%	5 25%	1 3%
Spread over a couple of weeks	26 13%	-	4 25%	8 21%	2 17%	5 16%	2 8%	-
Spread over the month	133 67%	28 83%	8 48%	26 65%	11 83%	19 59%	10 53%	21 86%
Don't know	5 2%	-	-	1 2%	-	-	1 3%	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f/g

* small base; ** very small base (under 30) ineligible for sig testing

Q.14c How inconvenienced, or not, do you feel when receiving silent calls on your landline?
Base: All adults who have personally received silent calls on their landline

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD					
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)	
Unweighted Base	240	126	114	14	14	33	30	56	93	58	35	47	60	51	82	154	35	51	46	194	24	19	23	
Weighted Base	242	125	116*	19**	14**	41**	33**	63*	72*	46*	26*	56*	73*	48*	65*	159	38**	45*	54*	187	25**	17**	29**	
Very inconvenienced	(4)	110	60	50	6	4	13	17	31	39	23	23	29	27	31	77	13	20	16	94	5	9	9	
		45%	48%	43%	32%	30%	31%	50%	50%	54%	50%	42%	41%	55%	47%	49%	33%	44%	30%	50% _r	19%	55%	32%	
Fairly inconvenienced	(3)	73	29	44	3	3	15	11	21	18	14	4	19	20	11	23	13	17	19	53	11	3	10	
		30%	23%	38% _a	18%	25%	38%	34%	33%	26%	31%	17%	35%	27%	23%	35%	35%	37%	36%	28%	46%	18%	36%	
Not very inconvenienced	(2)	41	30	11	4	2	13	4	9	9	5	4	11	7	10	31	5	5	13	28	9	4	4	
		17%	24% _b	10%	19%	17%	32%	12%	14%	13%	11%	16%	20%	19%	14%	15%	20%	14%	24%	15%	35%	23%	15%	
Not at all inconvenienced	(1)	18	6	11	6	4	-	1	2	5	4	1	2	10	4	2	7	4	6	12	-	1	5	
		7%	5%	10%	32%	28%	-	3%	3%	7%	8%	5%	3%	14%	8%	3%	5%	18%	8%	10%	6%	-	4%	
Net: Inconvenienced		183	89	94	9	8	28	28	52	58	37	21	43	49	38	53	120	26	37	35	147	16	12	19
		76%	71%	81%	49%	54%	68%	85%	83%	80%	81%	79%	77%	67%	78%	82%	76%	68%	81%	65%	78%	65%	73%	68%
Net: Not Inconvenienced		59	37	23	10	6	13	5	11	14	9	5	13	24	11	12	39	12	8	19	40	9	5	9
		24%	29%	19%	51%	46%	32%	15%	17%	20%	21%	23%	33%	22%	18%	24%	20%	32%	35%	22%	35%	27%	32%	
Mean score		3.14	3.13	3.14	2.49	2.56	2.99	3.32	3.30	3.28	3.23	3.36	3.15	2.94	3.25	3.25	3.20	2.83	3.18	2.85	3.22_r	2.83	3.23	2.82
Standard deviation		0.95	0.95	0.95	1.27	1.23	0.80	0.81	0.82	0.94	0.95	0.86	1.08	0.98	0.84	0.91	1.09	0.93	0.97	0.93	0.73	0.98	1.08	
Standard error		0.06	0.09	0.09	0.34	0.33	0.14	0.15	0.11	0.10	0.12	0.13	0.14	0.14	0.09	0.07	0.18	0.13	0.14	0.07	0.15	0.22	0.23	

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base; ** very small base (under 30) ineligible for sig testing

Q.14c How inconvenienced, or not, do you feel when receiving silent calls on your landline?
Base: All adults who have personally received silent calls on their landline

	Total	ETHNICITY				GOVERNMENT REGION										LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	240	213	14	12	10	31	26	18	27	27	16	19	28	17	21	202	237	3
Weighted Base	242	216	12**	13**	14**	33**	32**	14**	25**	28**	14**	19**	25**	15**	21**	206	236	5**
Very inconvenienced	(4) 110 45%	101 47%	2 16%	6 45%	8 57%	20 60%	16 50%	7 46%	9 37%	8 27%	-	5 28%	16 61%	12 80%	9 45%	89	107	3
Fairly inconvenienced	(3) 73 30%	59 27%	8 63%	6 50%	2 12%	6 17%	12 37%	5 35%	7 29%	15 52%	9 65%	6 34%	6 23%	1 4%	4 21%	68	73	-
Not very inconvenienced	(2) 41 17%	38 18%	3 21%	1 4%	2 11%	5 14%	4 11%	3 20%	8 32%	1 3%	5 35%	3 17%	2 9%	2 15%	7 34%	32	39	2
Not at all inconvenienced	(1) 18 7%	18 8%	-	-	3 19%	3 9%	-	-	-	5 19%	-	4 21%	2 8%	-	-	18	18	-
Net: Inconvenienced	183 76%	160 74%	10 79%	12 96%	10 69%	26 77%	12 87%	17 80%	17 66%	22 79%	9 65%	12 62%	21 83%	13 85%	14 66%	156	180	3
Net: Not Inconvenienced	59 24%	56 26%	3 21%	1 4%	4 31%	8 23%	4 13%	3 20%	9 34%	6 21%	5 35%	7 38%	4 17%	7 15%	7 34%	50	57	2
Mean score	3.14	3.13	2.95	3.41	3.07	3.28	3.36	3.26	3.01	2.87	2.65	2.69	3.37	3.65	3.11	3.10	3.14	3.18
Standard deviation	0.95	0.98	0.63	0.60	1.25	1.02	0.74	0.80	0.89	1.03	0.50	1.13	0.95	0.75	0.90	0.96	0.95	1.09
Standard error	0.06	0.07	0.17	0.17	0.40	0.18	0.15	0.19	0.17	0.20	0.12	0.26	0.18	0.18	0.20	0.07	0.06	0.63

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

** very small base (under 30) ineligible for sig testing

Q.14c How inconvenienced, or not, do you feel when receiving silent calls on your landline?
 Base: All adults who have personally received silent calls on their landline

		TYPE OF MOBILE (Q.2)					
		Total	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base		240	202	79	119	5	38
Weighted Base		242	212	93*	113*	8**	29*
Very inconvenienced	(4)	110 45%	92 43%	32 35%	55 49%	4 56%	18 61%b
Fairly inconvenienced	(3)	73 30%	64 30%	33 36%	30 26%	1 16%	8 28%
Not very inconvenienced	(2)	41 17%	39 18%	15 17%	23 20%	2 28%	2 8%
Not at all inconvenienced	(1)	18 7%	17 8%	12 13%	5 4%	-	1 3%
Net: Inconvenienced		183 76%	156 74%	66 71%	85 75%	6 72%	26 89%ab
Net: Not Inconvenienced		59 24%	56 26%	27 29%a	28 25%	2 28%	3 11%
Mean score		3.14	3.09	2.92	3.20	3.28	3.48aB
Standard deviation		0.95	0.97	1.01	0.92	0.94	0.77
Standard error		0.06	0.07	0.11	0.08	0.42	0.13

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e
 * small base; ** very small base (under 30) ineligible for sig testing

Q.14c How inconvenienced, or not, do you feel when receiving silent calls on your landline?

Base: All adults who have personally received silent calls on their landline

		TYPE OF INTERNET (Q.2a)						
		Total	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)	
Unweighted Base		240	179	4	173	2	1	61
Weighted Base		242	192	3**	187	3**	1**	50*
Very inconvenienced	(4)	110 45%	80 42%	1 44%	78 42%	-	1 100%	30 59%ac
Fairly inconvenienced	(3)	73 30%	62 33%	1 38%	61 33%	-	-	10 21%
Not very inconvenienced	(2)	41 17%	34 18%	1 20%	32 17%	3 100%	-	7 15%
Not at all inconvenienced	(1)	18 7%	15 8%	-	15 8%	-	-	3 5%
Net: Inconvenienced		183 76%	143 74%	3 80%	139 75%	-	1 100%	40 80%
Net: Not Inconvenienced		59 24%	49 26%	1 20%	47 25%	3 100%	-	10 20%
Mean score		3.14	3.08	3.24	3.08	2.00	4.00	3.34
Standard deviation		0.95	0.95	0.91	0.96	0.00	-	0.92
Standard error		0.06	0.07	0.45	0.07	0.00	-	0.12

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Q.14c How inconvenienced, or not, do you feel when receiving silent calls on your landline?
Base: All adults who have personally received silent calls on their landline

	Total	TV PLATFORM(Q.3)					HOW OFTEN LISTEN TO RADIO (Q.4)									
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)	
Unweighted Base	240	8	37	108	14	93	101	199	125	8	13	19	15	19	41	
Weighted Base	242	7**	36*	110*	11**	98*	100*	203	127	7**	15**	19**	13**	22**	38**	
Very inconvenienced	(4)	110 45%	4 62%	14 39%	49 45%	7 62%	42 43%	48 48%	92 45%	65 51%	3 42%	6 39%	6 30%	5 41%	7 33%	18 47%
Fairly inconvenienced	(3)	73 30%	1 11%	8 21%	34 31%	- 4%	33 34%	32 32%	62 31%	39 31%	1 22%	3 20%	8 41%	6 46%	5 21%	10 27%
Not very inconvenienced	(2)	41 17%	- -	9 26%	21 19%	4 34%	17 18%	18 18%	31 15%	15 12%	2 36%	4 29%	4 21%	2 13%	4 18%	10 26%
Not at all inconvenienced	(1)	18 7%	2 27%	5 15%F	5 4%	- -	5 5%	2 2%	18 9%	8 7%	- -	2 12%	2 8%	- -	6 28%	- -
Net: Inconvenienced		183 76%	5 73%	22 60%	84 76%	7 66%	76 77%	80 80%b	154 76%	104 82%	4 64%	9 58%	14 71%	11 87%	12 54%	28 74%
Net: Not Inconvenienced		59 24%	2 27%	15 40%f	26 24%	4 34%	22 23%	20 20%	49 24%	23 18%	2 36%	6 42%	2 29%	10 13%	10 46%	10 26%
Mean score	3.14	3.08	2.84	3.17	3.29	3.16	3.26b	3.12	3.26	3.06	2.84	2.94	3.28	2.59	3.21	
Standard deviation	0.95	1.41	1.11	0.89	0.98	0.89	0.83	0.97	0.91	0.96	1.11	0.93	0.71	1.24	0.84	
Standard error	0.06	0.50	0.18	0.09	0.26	0.09	0.08	0.07	0.08	0.34	0.31	0.21	0.18	0.28	0.13	

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.14c How inconvenienced, or not, do you feel when receiving silent calls on your landline?

Base: All adults who have personally received silent calls on their landline

	Total	CONCERN ABOUT RECEIVING CALLS (Q14d)					
		Very (a)	Fairly (b)	Not very (c)	Not at all (d)	Total concern (e)	Total not/concern (f)
Unweighted Base	240	53	80	76	31	133	107
Weighted Base	242	53*	75*	77*	36**	129	113*
Very inconvenienced	(4) 110 45%	50 93%BCE F	29 38%	23 30%	8 23%	79 61%BCF	31 28%
Fairly inconvenienced	(3) 73 30%	2 4%	41 54%AC eF	23 30%A	7 18%	43 33%A	30 26%A
Not very inconvenienced	(2) 41 17%	- -	6 7%	29 38%AB E	7 19%	6 4%	36 32%ABE
Not at all inconvenienced	(1) 18 7%	2 3%	- -	2 2%	14 39%	2 1%	16 14%BcE
Net: Inconvenienced	183 76%	52 97%CF	70 93%CF	46 60%	15 42%	121 94%CF	61 54%
Net: Not Inconvenienced	59 24%	2 3%	6 7%	31 40%AB E	21 58%	7 6%	52 46%ABE
Mean score	3.14	3.86BC EF	3.31C F	2.87	2.26	3.54bCF	2.68
Standard deviation	0.95	0.57	0.61	0.87	1.22	0.65	1.03
Standard error	0.06	0.08	0.07	0.10	0.22	0.06	0.10

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Q.14d And how concerned, if at all, do you feel when receiving these types of calls on your landline?
 Base: All adults who have personally received silent calls on their landline

	Total	SEX		AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
		Male (a)	Fe- male (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)	
Unweighted Base	240	126	114	14	14	33	30	56	93	58	35	47	60	51	82	154	35	51	46	194	24	19	23	
Weighted Base	242	125	116*	19**	14**	41**	33**	63*	72*	46*	26*	56*	73*	48*	65*	159	38**	45*	54*	187	25**	17**	29**	
Very concerned	(4)	53	31	23	1	1	8	6	21	16	8	14	17	6	17	39	3	11	8	45	2	4	5	
		22%	24%	20%	3%	9%	20%	19%	34%	22%	17%	25%	23%	12%	25%	25%	7%	25%	15%	24%	9%	26%	19%	
Fairly concerned	(3)	75	29	46	1	4	12	12	18	29	21	8	16	17	19	23	6	15	13	62	8	5	7	
		31%	23%	40%a	3%	28%	29%	37%	28%	41%	47%	31%	29%	24%	39%	35%	34%	34%	24%	33%	33%	28%	23%	
Not very concerned	(2)	77	44	33	7	4	16	10	20	20	8	21	21	14	20	47	16	14	21	56	12	5	10	
		32%	35%	29%	34%	30%	40%	30%	32%	28%	26%	30%	29%	30%	31%	30%	42%	31%	38%	30%	49%	27%	34%	
Not at all concerned	(1)	36	22	14	12	5	5	4	7	4	3	4	17	9	6	18	13	4	12	24	2	3	7	
		15%	18%	12%	60%	33%	11%	14%	6%	10%	10%	7%	24%kn	19%	9%	12%	35%	10%	22%	13%	10%	16%	25%	
Net: Concerned		129	60	69	1	5	20	18	39	45	29	16	30	34	25	39	9	26	21	107	10	9	12	
		53%	48%	59%	5%	37%	49%	56%	63%	64%	60%	55%	47%	51%	60%	59%	23%	59%	40%	57%	42%	54%	42%	
Net: Not concerned		113	66	47	18	9	21	15	24	27	16	10	25	38	24	26	65	29	19	33	80	15	8	17
		47%	52%	41%	95%	63%	51%	44%	38%	37%	36%	40%	45%	53%	49%	40%	41%	77%	60%	43%	58%	46%	58%	
Mean score	2.60	2.54	2.67	1.48	2.12	2.59	2.60	2.91	2.74	2.72	2.79	2.73	2.47	2.45	2.77	2.72	1.96	2.74	2.33	2.68	2.40	2.62	2.36	
Standard deviation	0.99	1.05	0.93	0.70	1.01	0.95	0.96	0.95	0.91	0.87	0.99	0.93	1.10	0.94	0.94	0.97	0.90	0.95	0.99	0.98	0.80	1.09	1.07	
Standard error	0.06	0.09	0.09	0.19	0.27	0.16	0.18	0.13	0.09	0.11	0.17	0.14	0.14	0.13	0.10	0.08	0.15	0.13	0.15	0.07	0.16	0.25	0.22	

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v

* small base; ** very small base (under 30) ineligible for sig testing

Q.14d And how concerned, if at all, do you feel when receiving these types of calls on your landline?
 Base: All adults who have personally received silent calls on their landline

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	240	213	14	12	10	31	26	18	27	27	16	19	28	17	21	202	237	3
Weighted Base	242	216	12**	13**	14**	33**	14**	25**	28**	14**	19**	25**	15**	21**	206	236	5**	
Very concerned	(4) 53 22%	44 21%	2 20%	7 52%	2 15%	6 18%	10 32%	3 22%	3 12%	4 16%	- -	3 15%	9 34%	6 43%	6 30%	41 20%	53 23%	- -
Fairly concerned	(3) 75 31%	65 30%	7 59%	3 22%	8 54%	8 24%	9 26%	7 47%	8 30%	14 48%	9 65%	5 27%	3 11%	4 26%	3 13%	69 33%	74 31%	1 22%
Not very concerned	(2) 77 32%	70 33%	3 21%	3 26%	1 8%	14 44%	6 20%	5 32%	11 42%	4 14%	5 35%	8 42%	12 46%	1 6%	10 49%	66 32%	77 33%	- -
Not at all concerned	(1) 36 15%	36 17%	- -	- -	3 22%	5 14%	7 22%	- -	4 16%	7 23%	- -	3 16%	2 8%	4 26%	2 8%	30 15%	32 14%	4 78%
Net: Concerned	129 53%	110 51%	10 79%	9 74%	10 69%	14 42%	19 58%	10 68%	11 41%	18 63%	9 65%	8 42%	12 46%	10 68%	9 43%	110 53%	128 54%	1 22%
Net: Not concerned	113 47%	106 49%	3 21%	3 26%	4 31%	19 58%	13 42%	5 32%	15 59%	10 37%	5 35%	11 58%	14 54%	5 32%	12 57%	96 47%	109 46%	4 78%
Mean score	2.60	2.55	2.99	3.27	2.61	2.46	2.69	2.90	2.37	2.56	2.65	2.41	2.73	2.85	2.65	2.58	2.63	1.45
Standard deviation	0.99	1.00	0.66	0.88	1.03	0.96	1.15	0.75	0.91	1.03	0.49	0.96	1.04	1.27	1.02	0.97	0.98	0.93
Standard error	0.06	0.07	0.18	0.25	0.33	0.17	0.23	0.18	0.18	0.20	0.12	0.22	0.20	0.31	0.22	0.07	0.06	0.54

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

** very small base (under 30) ineligible for sig testing

Q.14d And how concerned, if at all, do you feel when receiving these types of calls on your landline?
 Base: All adults who have personally received silent calls on their landline

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	240	202	79	119	5	38
Weighted Base	242	212	93*	113*	8**	29*
Very concerned	(4) 53 22%	44 21%	17 18%	25 22%	2 31%	9 32%
Fairly concerned	(3) 75 31%	66 31%	23 25%	43 38%	-	9 32%
Not very concerned	(2) 77 32%	68 32%	33 36%	35 31%	1 16%	9 29%
Not at all concerned	(1) 36 15%	34 16%	19 21%	11 9%	4 53%	2 7%
Net: Concerned	129 53%	110 52%	40 43%	67 59%	2 31%	19 64%
Net: Not concerned	113 47%	102 48%	53 57%	46 41%	5 69%	11 36%
Mean score	2.60	2.57	2.41	2.72	2.09	2.88b
Standard deviation	0.99	0.99	1.02	0.91	1.42	0.95
Standard error	0.06	0.07	0.11	0.08	0.64	0.15

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e
 * small base; ** very small base (under 30) ineligible for sig testing

Q.14d And how concerned, if at all, do you feel when receiving these types of calls on your landline?

Base: All adults who have personally received silent calls on their landline

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	240	179	4	173	2	1	61
Weighted Base	242	192	3**	187	3**	1**	50*
Very concerned	(4)	53 22%	37 19%	2 56%	35 19%	-	16 32%
Fairly concerned	(3)	75 31%	62 33%	1 24%	62 33%	-	13 26%
Not very concerned	(2)	77 32%	64 33%	1 20%	62 33%	3 100%	13 26%
Not at all concerned	(1)	36 15%	28 15%	-	28 15%	-	8 16%
Net: Concerned		129 53%	100 52%	3 80%	97 52%	-	29 58%
Net: Not concerned		113 47%	92 48%	1 20%	90 48%	3 100%	21 42%
Mean score	2.60	2.57	3.36	2.56	2.00	2.00	2.74
Standard deviation	0.99	0.96	0.95	0.96	0.00	-	1.09
Standard error	0.06	0.07	0.47	0.07	0.00	-	0.14

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Q.14d And how concerned, if at all, do you feel when receiving these types of calls on your landline?
 Base: All adults who have personally received silent calls on their landline

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)								
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)	
Unweighted Base	240	8	37	108	14	93	101	199	125	8	13	19	15	19	41	
Weighted Base	242	7**	36*	110*	11**	98*	100*	203	127	7**	15**	19**	13**	22**	38**	
Very concerned	(4)	53 22%	3 51%	7 19%	17 16%	4 34%	14 14%	27 27% ^e	48 23%	36 28%	2 31%	5 30%	2 8%	- 3%	3 16%	6 14%
Fairly concerned	(3)	75 31%	1 21%	6 17%	39 36%	1 9%	37 38% ^b	33 33%	60 30%	34 26%	1 22%	5 30%	7 38%	7 55%	6 29%	15 39%
Not very concerned	(2)	77 32%	2 28%	13 36%	37 34%	6 57%	31 32%	32 32%	64 31%	43 34%	2 33%	2 12%	7 38%	3 24%	6 28%	13 34%
Not at all concerned	(1)	36 15%	-	10 27% ^F	16 15%	-	16 16%	7 7%	31 15%	15 11%	1 14%	4 28%	3 16%	2 18%	6 28%	5 12%
Net: Concerned		129 53%	5 72%	13 37%	56 52%	5 43%	51 52%	60 60% ^b	108 53%	69 54%	4 53%	9 60%	9 46%	8 58%	10 44%	21 54%
Net: Not concerned		113 47%	2 28%	23 63% ^f	53 48%	6 57%	47 48%	39 40%	95 47%	58 46%	3 47%	6 40%	10 54%	5 42%	12 56%	18 46%
Mean score	2.60	3.23	2.28	2.53	2.77	2.50	2.80^b	2.61	2.71	2.71	2.62	2.39	2.44	2.32	2.56	
Standard deviation	0.99	0.93	1.08	0.93	0.97	0.93	0.93	1.01	1.00	1.14	1.23	0.88	0.85	1.07	0.89	
Standard error	0.06	0.33	0.18	0.09	0.26	0.10	0.09	0.07	0.09	0.40	0.34	0.20	0.22	0.25	0.14	

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.14e Have you ever received two or more silent calls from the same number over a 24 hour period on your landline?

Base: All adults who have personally received silent calls on their landline

	SEX			AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Fe- male (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)	
Unweighted Base	240	126	114	14	14	33	30	56	93	58	35	47	60	51	82	154	35	51	46	194	24	19	23	
Weighted Base	242	125	116*	19**	14**	41**	33**	63*	72*	46*	26*	56*	73*	48*	65*	159	38**	45*	54*	187	25**	17**	29**	
Yes	52	21	31	4	4	10	14	9	11	8	3	12	15	11	15	34	8	9	14	39	7	5	7	
	22%	17%	26%	21%	30%	25%	43%	14%	15%	18%	10%	21%	20%	23%	22%	22%	22%	25%	21%	28%	28%	30%	23%	
No	72	47	25	2	5	15	8	22	20	13	7	14	26	13	18	50	10	13	16	56	10	3	6	
	30%	37% ^b	21%	13%	38%	35%	24%	34%	28%	29%	26%	25%	36%	28%	28%	31%	25%	28%	29%	30%	40%	16%	22%	
Never checked	118	57	61	13	4	16	11	32	41	24	17	30	31	24	32	74	20	23	25	93	8	9	16	
	49%	45%	52%	66%	32%	40%	34%	51%	57%	53%	65%	55%	43%	49%	49%	47%	53%	52%	46%	50%	31%	55%	55%	

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v

* small base; ** very small base (under 30) ineligible for sig testing

Q.14e Have you ever received two or more silent calls from the same number over a 24 hour period on your landline?
 Base: All adults who have personally received silent calls on their landline

	Total	ETHNICITY				GOVERNMENT REGION										LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	240	213	14	12	10	31	26	18	27	27	16	19	28	17	21	202	237	3
Weighted Base	242	216	12**	13**	14**	33**	14**	25**	28**	14**	19**	25**	15**	21**	206	236	5**	
Yes	52	45	4	2	1	8	3	8	2	-	3	10	5	6	41	48	4	
	22%	21%	35%	19%	9%	25%	21%	31%	6%	-	16%	39%	32%	29%	20%	20%	78%	
No	72	63	5	4	1	7	9	7	6	5	7	9	6	7	59	72	-	
	30%	29%	42%	31%	6%	20%	26%	25%	30%	37%	39%	35%	39%	32%	29%	30%	-	
Never checked	118	109	3	6	12	18	4	11	18	9	8	7	4	8	105	117	1	
	49%	50%	22%	50%	85%	55%	54%	29%	44%	63%	63%	45%	27%	39%	51%	49%	22%	

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

** very small base (under 30) ineligible for sig testing

Q.14e Have you ever received two or more silent calls from the same number over a 24 hour period on your landline?

Base: All adults who have personally received silent calls on their landline

	Total	TYPE OF MOBILE (Q.2)				None (e)
		Total (a)	Cont- ract (b)	Pre- pay (c)	Other (d)	
Unweighted Base	240	202	79	119	5	38
Weighted Base	242	212	93*	113*	8**	29*
Yes	52 22%	48 23%	22 24%	25 22%	3 37%	4 15%
No	72 30%	65 31%	32 34%	32 28%	1 16%	6 22%
Never checked	118 49%	99 47%	39 42%	56 50%	4 47%	19 64%b

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

* small base; ** very small base (under 30) ineligible for sig testing

Q.14e Have you ever received two or more silent calls from the same number over a 24 hour period on your landline?
Base: All adults who have personally received silent calls on their landline

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	240	179	4	173	2	1	61
Weighted Base	242	192	3**	187	3**	1**	50*
Yes	52 22%	41 22%	* 12%	40 21%	2 63%	1 100%	11 22%
No	72 30%	58 30%	-	58 31%	-	-	14 28%
Never checked	118 49%	93 48%	3 88%	89 48%	1 37%	-	25 50%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f
 * small base; ** very small base (under 30) ineligible for sig testing

Q.14e Have you ever received two or more silent calls from the same number over a 24 hour period on your landline?

Base: All adults who have personally received silent calls on their landline

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	240	8	37	108	14	93	101	199	125	8	13	19	15	19	41
Weighted Base	242	7**	36*	110*	11**	98*	100*	203	127	7**	15**	19**	13**	22**	38**
Yes	52 22%	1 10%	3 9%	30 27%b	5 45%	25 25%	25 25%	43 21%	31 24%	2 28%	3 17%	- -	2 17%	5 23%	9 25%
No	72 30%	3 40%	17 48%Ce	25 23%	1 12%	23 23%	32 32%	64 31%	36 29%	1 11%	8 52%	6 31%	6 42%	7 34%	8 21%
Never checked	118 49%	3 50%	16 43%	55 50%	5 42%	50 51%	43 43%	97 48%	60 47%	4 61%	5 31%	13 69%	5 41%	9 43%	21 55%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.14f You said earlier that you personally have received silent calls on your mobile. On average, how many silent calls do you receive on your mobile each month?

Base: All adults who have personally received silent calls on their mobile phone

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Fe- male (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep- /Wid- /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	33	15	18	9	7	6	5	3	3	1	2	3	7	9	14	18	11	4	14	19	7	6	8
Weighted Base	37*	17**	19**	11**	8**	7**	6**	3**	2**	***	2**	4**	11**	11**	11**	22**	11**	4**	15**	21**	8**	6**	8**
1	11	4	8	4	3	3	1	-	-	-	-	1	4	3	3	6	6	-	5	6	3	2	2
	31%	21%	39%	36%	45%	46%	13%	-	-	-	-	34%	40%	25%	26%	26%	49%	-	35%	27%	38%	38%	22%
2	9	4	5	2	2	2	2	-	-	-	-	1	4	2	2	6	3	-	4	5	2	2	2
	24%	22%	27%	23%	22%	34%	40%	-	-	-	-	41%	40%	15%	14%	27%	28%	-	26%	23%	22%	40%	27%
3	3	2	1	1	2	-	1	-	-	-	-	-	-	3	1	2	1	-	2	1	2	1	1
	9%	10%	8%	5%	23%	-	16%	-	-	-	-	-	-	25%	4%	10%	8%	-	15%	5%	29%	9%	6%
4	3	3	-	-	-	1	2	-	-	-	-	-	-	2	1	3	-	-	3	-	1	1	3
	7%	16%	-	-	-	12%	31%	-	-	-	-	-	-	17%	7%	13%	-	-	18%	-	11%	14%	32%
5	1	-	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	1	1	-	-	-	1
	2%	-	3%	-	-	9%	-	-	-	-	-	-	-	-	5%	-	-	4%	-	-	-	-	7%
6-10	2	-	2	1	-	-	-	-	1	-	1	-	-	-	2	-	1	-	-	2	-	-	-
	5%	2%	8%	5%	-	-	-	-	59%	100%	50%	-	-	-	17%	2%	4%	28%	3%	7%	-	-	5%
11-20	4	3	1	2	1	-	-	1	-	-	-	2	1	1	4	-	-	-	-	4	-	-	-
	10%	17%	5%	20%	10%	-	-	34%	-	-	-	20%	7%	8%	18%	-	-	-	18%	-	-	-	-
21-29	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
30+	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	-	-	1	-	-	-
	2%	5%	-	-	-	-	-	31%	-	-	-	25%	-	-	4%	-	-	-	-	4%	-	-	-
Don't know	3	1	2	1	-	-	-	1	1	-	1	-	-	1	2	-	1	2	-	3	-	-	-
	9%	6%	11%	12%	-	-	-	35%	41%	-	50%	-	-	17%	-	11%	55%	-	15%	-	-	-	-
Mean score	4.88	7.14	2.76	6.07	3.55	2.05	2.65	20.64	6.59	8.00	6.00	8.60	5.22	3.78	4.19	6.23	1.90	5.62	2.43	6.97	2.12	1.99	2.99
Standard deviation	6.90	9.05	2.97	8.14	5.90	1.42	1.15	-	-	-	-	14.44	7.82	5.08	3.76	8.20	1.85	-	1.59	8.87	1.12	1.11	1.85
Standard error	1.26	2.42	0.74	2.88	2.23	0.58	0.51	-	-	-	-	8.34	2.95	1.80	1.09	1.93	0.58	-	0.42	2.22	0.42	0.45	0.65

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v

* small base; ** very small base (under 30) ineligible for sig testing

Q.14f You said earlier that you personally have received silent calls on your mobile. On average, how many silent calls do you receive on your mobile each month?

Base: All adults who have personally received silent calls on their mobile phone

	ETHNICITY							GOVERNMENT REGION							LANDLINE AT HOME (Q.1)			
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	33	23	3	7	1	6	3	-	5	2	2	5	2	4	3	26	26	7
Weighted Base	37*	26**	3**	7**	1**	7**	3**	**	7**	3**	2**	5**	2**	5**	2**	29**	29**	7**
1	11	7	2	2	-	1	1	-	3	2	-	2	-	2	-	10	8	3
	31%	29%	62%	24%	-	17%	45%	-	46%	76%	-	37%	-	33%	-	32%	26%	48%
2	9	5	-	4	1	2	-	-	2	-	1	-	1	1	7	6	2	
	24%	18%	-	56%	100%	22%	-	-	24%	-	64%	23%	-	30%	33%	23%	22%	35%
3	3	2	1	1	-	-	1	-	-	1	-	-	1	1	1	3	3	-
	9%	7%	24%	7%	-	-	19%	-	-	36%	-	-	20%	47%	4%	11%	11%	-
4	3	3	-	-	-	3	-	-	-	-	-	-	-	-	3	3	3	-
	7%	10%	-	-	-	37%	-	-	-	-	-	-	-	-	9%	9%	9%	-
5	1	1	-	-	-	-	-	-	-	-	-	-	-	-	1	1	1	-
	2%	2%	-	-	-	-	-	-	24%	-	-	-	-	-	2%	2%	2%	-
6-10	2	2	-	-	-	1	-	-	-	-	1	-	-	-	2	1	1	-
	5%	6%	14%	-	-	7%	-	-	-	-	-	20%	-	20%	5%	5%	7%	-
11-20	4	4	-	-	-	-	-	-	2	-	-	-	2	-	4	3	1	-
	10%	15%	-	-	-	-	-	-	30%	-	-	100%	-	-	13%	11%	10%	-
21-29	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
30+	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	1	-
	2%	3%	-	-	-	-	-	-	-	-	-	-	18%	-	-	3%	3%	-
Don't know	3	2	-	1	-	1	1	-	-	-	1	-	-	-	3	3	3	-
	9%	9%	-	13%	-	17%	36%	-	-	-	20%	-	-	-	11%	11%	11%	-
Mean score	4.88	6.02	2.45	1.80	2.00	3.27	1.58	-	6.96	1.97	2.36	2.52	15.47	6.87	3.69	4.59	5.15	3.89
Standard deviation	6.90	7.86	2.88	0.61	2.31	-	-	-	9.25	2.21	0.67	2.35	-	12.07	3.10	6.03	7.16	6.29
Standard error	1.26	1.72	1.66	0.25	-	1.03	-	-	4.14	1.56	0.47	1.17	-	6.04	1.79	1.26	1.49	2.38

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.14f You said earlier that you personally have received silent calls on your mobile. On average, how many silent calls do you receive on your mobile each month?

Base: All adults who have personally received silent calls on their mobile phone

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	33	32	16	15	1	1
Weighted Base	37*	36**	19**	16**	1**	1**
1	11 31%	11 31%	5 27%	6 39%	-	-
2	9 24%	9 25%	7 36%	2 13%	-	-
3	3 9%	3 9%	2 12%	1 6%	-	-
4	3 7%	3 8%	-	3 18%	-	-
5	1 2%	1 2%	-	1 4%	-	-
6-10	2 5%	1 3%	1 3%	-	-	1 100%
11-20	4 10%	4 11%	2 11%	2 11%	-	-
21-29	-	-	-	-	-	-
30+	1 2%	1 3%	-	-	1 100%	-
Don't know	3 9%	3 9%	2 12%	1 6%	-	-
Mean score	4.88	4.84	4.29	3.92	30.00	6.00
Standard deviation	6.90	7.01	6.28	4.90	-	-
Standard error	1.26	1.30	1.68	1.31	-	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

* small base; ** very small base (under 30) ineligible for sig testing

Q.14f You said earlier that you personally have received silent calls on your mobile. On average, how many silent calls do you receive on your mobile each month?

Base: All adults who have personally received silent calls on their mobile phone

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	33	28	2	25	1	-	5
Weighted Base	37*	31**	1**	29**	1**	-.**	5**
1	11 31%	11 36%	-	11 38%	1 100%	-	-
2	9 24%	9 29%	-	9 31%	-	-	-
3	3 9%	3 10%	1 70%	2 8%	-	-	-
4	3 7%	1 3%	-	1 3%	-	-	2 35%
5	1 2%	1 2%	-	1 2%	-	-	-
6-10	2 5%	* 1%	* 30%	-	-	-	2 28%
11-20	4 10%	4 12%	-	4 13%	-	-	-
21-29	-	-	-	-	-	-	-
30+	1 2%	1 3%	-	1 3%	-	-	-
Don't know	3 9%	1 4%	-	1 4%	-	-	2 37%
Mean score	4.88	4.82	4.52	4.91	1.00	-	5.33
Standard deviation	6.90	7.27	-	7.49	-	-	2.11
Standard error	1.26	1.40	-	1.53	-	-	1.22

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Q.14f You said earlier that you personally have received silent calls on your mobile. On average, how many silent calls do you receive on your mobile each month?

Base: All adults who have personally received silent calls on their mobile phone

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	33	2	8	13	1	12	11	23	12	2	2	2	3	2	10
Weighted Base	37*	2**	10**	14**	1**	13**	10**	25**	13**	2**	2**	4**	3**	2**	11**
1	11 31%	-	7 70%	1 6%	-	1 8%	2 21%	7 28%	3 24%	-	1 69%	-	1 40%	1 75%	4 38%
2	9 24%	1 54%	2 17%	3 23%	-	3 25%	4 35%	5 21%	2 19%	-	-	2 46%	1 36%	-	4 32%
3	3 9%	-	-	2 16%	-	2 18%	1 9%	3 11%	2 15%	1 45%	-	-	-	-	1 4%
4	3 7%	-	-	2 14%	-	2 15%	1 8%	3 11%	1 6%	-	-	2 54%	-	-	-
5	1 2%	-	1 6%	-	-	-	-	1 2%	-	-	1 31%	-	-	-	-
6-10	2 5%	-	-	1 10%	-	1 9%	1 9%	1 4%	1 4%	-	-	-	-	1 25%	1 9%
11-20	4 10%	-	1 8%	2 15%	-	2 17%	1 9%	2 7%	1 7%	-	-	-	1 23%	-	2 18%
21-29	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
30+	1 2%	-	-	-	-	-	1 9%	1 4%	-	1 55%	-	-	-	-	-
Don't know	3 9%	1 46%	-	2 16%	1 100%	1 8%	-	3 13%	3 25%	-	-	-	-	-	-
Mean score	4.88	2.00	2.84	6.30	-	6.30	5.96	4.63	3.39	17.75	2.25	3.07	5.81	2.77	5.35
Standard deviation	6.90	-	5.26	6.96	-	6.96	8.50	6.78	3.54	-	-	1.18	9.48	-	7.43
Standard error	1.26	-	1.86	2.10	-	2.10	2.56	1.52	1.18	-	-	0.83	5.47	-	2.35

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.14g And which of the following best describes how these calls were distributed?
 Base: All adults who have received 2 or more silent calls on their mobile

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	24	12	12	6	4	4	4	3	3	1	2	2	4	7	11	14	6	4	10	14	5	4	7
Weighted Base	25*	13**	12**	7**	4**	4**	5**	3**	2**	***	2**	2**	6**	8**	8**	16**	6**	4**	10**	15**	5**	4**	7**
Most received in one day	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Most received over two to three days	3	1	2	1	-	-	-	1	1	-	1	-	1	-	2	1	1	-	3	-	-	-	-
	12%	9%	16%	17%	-	-	-	34%	41%	-	50%	-	19%	-	23%	6%	20%	28%	-	20%	-	-	-
Spread over a week	1	-	1	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	-
	5%	-	11%	19%	-	-	-	-	-	-	-	-	21%	-	-	-	23%	-	-	9%	-	-	-
Spread over a couple of weeks	4	2	2	2	-	2	-	-	-	-	-	-	3	1	2	2	-	2	2	1	2	2	
	17%	18%	15%	25%	-	66%	-	-	-	-	-	-	35%	16%	16%	30%	-	25%	11%	17%	68%	37%	
Spread over the month	17	10	7	3	4	1	5	2	1	*	1	2	4	5	12	2	3	8	9	4	1	4	
	66%	73%	58%	38%	100%	34%	100%	66%	59%	100%	50%	100%	60%	65%	61%	78%	28%	72%	75%	60%	83%	32%	63%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base; ** very small base (under 30) ineligible for sig testing

Q.14g And which of the following best describes how these calls were distributed?
 Base: All adults who have received 2 or more silent calls on their mobile

	ETHNICITY				GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	24	17	2	5	1	5	2	-	2	1	2	3	2	3	3	18	20	4
Weighted Base	25*	19**	1**	6**	1**	6**	2**	**	4**	1**	2**	3**	2**	3**	2**	20**	22**	4**
Most received in one day	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Most received over two to three days	3	2	-	1	-	-	-	-	-	-	2	1	-	-	3	2	1	
Spread over a week	12%	11%	-	21%	-	-	-	-	-	-	68%	57%	-	-	16%	9%	31%	
Spread over a couple of weeks	1	-	-	1	-	-	-	-	-	1	-	-	-	-	1	-	1	
Spread over the month	5%	-	-	24%	-	-	-	-	-	64%	-	-	-	-	7%	-	36%	
Spread over a couple of weeks	4	3	-	2	-	4	-	-	-	-	-	-	-	-	4	4	1	
Spread over the month	17%	14%	-	29%	-	69%	-	-	-	-	-	-	-	-	21%	17%	14%	
Spread over the month	17	14	1	2	1	2	2	-	4	1	1	1	3	2	11	16	1	
	66%	76%	100%	27%	100%	31%	100%	-	100%	100%	36%	32%	43%	100%	56%	74%	20%	

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.14g And which of the following best describes how these calls were distributed?
 Base: All adults who have received 2 or more silent calls on their mobile

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Cont- ract (b)	Pre- pay (c)	Other (d)	None (e)
Unweighted Base	24	23	12	10	1	1
Weighted Base	25*	24**	14**	9**	1**	1**
Most received in one day	-	-	-	-	-	-
Most received over two to three days	3 12%	2 9%	1 8%	1 10%	-	1 100%
Spread over a week	1 5%	1 5%	-	1 14%	-	-
Spread over a couple of weeks	4 17%	4 17%	3 24%	1 9%	-	-
Spread over the month	17 66%	17 68%	9 68%	6 67%	1 100%	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

* small base; ** very small base (under 30) ineligible for sig testing

Q.14g And which of the following best describes how these calls were distributed?
 Base: All adults who have received 2 or more silent calls on their mobile

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	24	19	2	17	-	-	5
Weighted Base	25*	20**	1**	19**	5**
Most received in one day	-	-	-	-	-	-	-
Most received over two to three days	3 12%	2 11%	-	2 11%	-	-	1 18%
Spread over a week	1 5%	1 7%	-	1 7%	-	-	-
Spread over a couple of weeks	4 17%	4 19%	-	4 20%	-	-	1 9%
Spread over the month	17 66%	13 64%	1 100%	11 61%	-	-	4 72%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f
 * small base; ** very small base (under 30) ineligible for sig testing

Q.14g And which of the following best describes how these calls were distributed?
 Base: All adults who have received 2 or more silent calls on their mobile

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	24	2	3	12	1	11	9	18	10	2	1	2	2	1	6
Weighted Base	25*	2**	3**	13**	1**	12**	8**	18**	10**	2**	1**	4**	2**	**	7**
Most received in one day	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Most received over two to three days	3	1	-	1	-	1	1	2	1	-	-	-	1	-	1
Spread over a week	1	-	-	-	-	-	1	-	-	-	-	-	-	-	1
Spread over a couple of weeks	4	-	-	1	1	-	3	4	3	-	-	2	-	-	-
Spread over the month	17	1	3	11	-	11	3	12	6	2	1	2	1	*	5
	66%	46%	100%	83%	-	92%	36%	65%	64%	100%	100%	54%	39%	100%	68%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.14h How inconvenienced, or not, do you feel when receiving silent calls on your mobile?
Base: All adults who have personally received silent calls on their mobile phone

	SEX			AGE							SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD					
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	33	15	18	9	7	6	5	3	3	1	2	3	7	9	14	18	11	4	14	19	7	6	8
Weighted Base	37*	17**	19**	11**	8**	7**	6**	3**	2**	***	2**	4**	11**	11**	11**	22**	11**	4**	15**	21**	8**	6**	8**
Very inconvenienced	(4)	13	6	7	2	1	4	3	-	2	-	3	-	5	5	8	2	3	5	8	2	3	4
		35%	36%	35%	16%	13%	63%	56%	-	100%	100%	75%	-	44%	46%	38%	19%	72%	33%	37%	30%	51%	47%
Fairly inconvenienced	(3)	13	7	6	5	5	2	-	2	-	-	1	8	3	2	9	4	-	5	8	2	1	2
		36%	40%	33%	43%	65%	28%	-	65%	-	-	25%	72%	31%	13%	42%	37%	-	32%	40%	31%	9%	22%
Not very inconvenienced	(2)	6	3	3	1	2	1	3	-	-	-	-	2	3	2	4	2	-	4	2	2	2	3
		17%	18%	16%	11%	22%	10%	44%	-	-	-	-	16%	25%	16%	20%	16%	-	28%	9%	22%	40%	30%
Not at all inconvenienced	(1)	4	1	3	3	-	-	-	1	-	-	-	1	-	3	-	3	1	1	3	1	-	-
		11%	6%	16%	29%	-	-	35%	-	-	-	-	13%	-	24%	-	27%	28%	8%	13%	17%	-	-
Net: Inconvenienced		26	13	13	6	6	6	3	2	2	-	4	8	8	7	17	6	3	10	16	5	4	6
		72%	76%	68%	60%	78%	90%	56%	65%	100%	100%	100%	72%	75%	60%	80%	57%	72%	64%	77%	62%	60%	70%
Net: Not inconvenienced		10	4	6	4	2	1	3	1	-	-	-	3	3	5	4	5	1	6	5	3	2	3
		28%	24%	32%	40%	22%	10%	44%	35%	-	-	-	28%	25%	40%	20%	43%	28%	36%	23%	38%	40%	30%
Mean score		2.96	3.06	2.87	2.47	2.91	3.53	3.12	2.31	4.00	4.00	3.75	2.59	3.20	2.82	3.17	2.48	3.17	2.88	3.01	2.75	3.11	3.17
Standard deviation		1.00	0.90	1.09	1.13	0.63	0.72	1.08	1.18	0.00	-	0.51	0.74	0.85	1.31	0.76	1.14	1.58	0.99	1.03	1.14	1.04	0.92
Standard error		0.17	0.23	0.26	0.38	0.24	0.29	0.49	0.68	0.00	-	0.29	0.28	0.28	0.35	0.18	0.34	0.79	0.27	0.24	0.43	0.42	0.33

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base; ** very small base (under 30) ineligible for sig testing

Q.14h How inconvenienced, or not, do you feel when receiving silent calls on your mobile?
Base: All adults who have personally received silent calls on their mobile phone

	Total	ETHNICITY				GOVERNMENT REGION										LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	33	23	3	7	1	6	3	-	5	2	2	5	2	4	3	26	26	7
Weighted Base	37*	26**	3**	7**	1**	7**	3**	**	7**	3**	2**	5**	2**	5**	2**	29**	29**	7**
Very inconvenienced	(4)	13	9	3	1	5	1	-	-	1	-	2	-	2	1	9	13	-
		35%	35%	14%	100%	67%	19%	-	-	24%	-	40%	-	49%	67%	31%	44%	-
Fairly inconvenienced	(3)	13	8	3	-	-	1	-	4	2	2	2	2	1	-	12	8	5
		36%	29%	86%	41%	-	45%	-	54%	76%	100%	34%	100%	18%	-	42%	28%	70%
Not very inconvenienced	(2)	6	6	-	-	2	-	-	2	-	-	-	-	2	1	4	5	2
		17%	24%	-	-	26%	-	-	28%	-	-	-	-	33%	33%	13%	15%	23%
Not at all inconvenienced	(1)	4	3	-	1	1	1	-	1	-	-	1	-	-	-	4	4	1
		11%	12%	-	13%	7%	36%	-	18%	-	-	27%	-	-	-	14%	12%	7%
Net: Inconvenienced		26	17	3	6	5	2	-	4	3	2	4	2	3	1	21	21	5
		72%	64%	100%	87%	100%	67%	64%	54%	100%	100%	73%	100%	67%	67%	73%	72%	70%
Net: Not inconvenienced		10	9	-	1	2	1	-	3	-	-	1	-	2	1	8	8	2
		28%	36%	-	13%	33%	36%	-	46%	-	-	27%	-	33%	33%	27%	28%	30%
Mean score	2.96	2.87	3.14	3.19	4.00	3.27	2.46	-	2.35	3.24	3.00	2.86	3.00	3.16	3.34	2.90	3.04	2.63
Standard deviation	1.00	1.05	0.42	1.05	-	1.14	1.45	-	0.83	0.55	0.00	1.34	-	1.00	1.31	1.01	1.06	0.66
Standard error	0.17	0.22	0.24	0.40	-	0.47	0.84	-	0.37	0.39	0.00	0.60	-	0.50	0.76	0.20	0.21	0.25

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.14h How inconvenienced, or not, do you feel when receiving silent calls on your mobile?
 Base: All adults who have personally received silent calls on their mobile phone

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	33	32	16	15	1	1
Weighted Base	37*	36**	19**	16**	1**	1**
Very inconvenienced	(4) 13 35%	12 34%	8 42%	4 25%	-	1 100%
Fairly inconvenienced	(3) 13 36%	13 37%	8 40%	5 31%	1 100%	-
Not very inconvenienced	(2) 6 17%	6 17%	2 10%	4 27%	-	-
Not at all inconvenienced	(1) 4 11%	4 12%	2 8%	3 17%	-	-
Net: Inconvenienced	26 72%	25 71%	16 82%	9 56%	1 100%	1 100%
Net: Not inconvenienced	10 28%	10 29%	3 18%	7 44%	-	-
Mean score	2.96	2.93	3.16	2.63	3.00	4.00
Standard deviation	1.00	1.00	0.93	1.06	-	-
Standard error	0.17	0.18	0.23	0.27	-	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e
 * small base; ** very small base (under 30) ineligible for sig testing

Q.14h How inconvenienced, or not, do you feel when receiving silent calls on your mobile?
Base: All adults who have personally received silent calls on their mobile phone

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	33	28	2	25	1	-	5
Weighted Base	37*	31**	1**	29**	1**	..	5**
Very inconvenienced	(4)	13 35%	11 35%	1 100%	10 33%	-	2 37%
Fairly inconvenienced	(3)	13 36%	13 43%	-	13 44%	1 100%	-
Not very inconvenienced	(2)	6 17%	4 14%	-	4 15%	-	2 35%
Not at all inconvenienced	(1)	4 11%	3 9%	-	3 9%	-	2 28%
Net: Inconvenienced		26 72%	24 78%	1 100%	22 76%	1 100%	2 37%
Net: Not inconvenienced		10 28%	7 22%	-	7 24%	-	3 63%
Mean score	2.96	3.04	4.00	3.00	3.00	-	2.46
Standard deviation	1.00	0.92	-	0.93	-	-	1.38
Standard error	0.17	0.17	-	0.19	-	-	0.62

Q.14h How inconvenienced, or not, do you feel when receiving silent calls on your mobile?
Base: All adults who have personally received silent calls on their mobile phone

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	33	2	8	13	1	12	11	23	12	2	2	2	3	2	10
Weighted Base	37*	2**	10**	14**	1**	13**	10**	25**	13**	2**	2**	4**	3**	2**	11**
Very inconvenienced	(4)	13 35%	1 4%	2 19%	7 48%	1 100%	5 37%	4 45%	9 67%	-	1 31%	2 46%	-	-	2 13%
Fairly inconvenienced	(3)	13 36%	1 54%	4 43%	3 21%	-	3 36%	4 31%	8 22%	3 100%	2	-	2 60%	1 75%	6 49%
Not very inconvenienced	(2)	6 17%	-	1 12%	3 24%	-	3 22%	2 8%	2 -	-	-	2 54%	-	-	4 38%
Not at all inconvenienced	(1)	4 11%	-	3 26%	1 7%	-	1 8%	1 5%	4 16%	2 11%	1 69%	-	1 40%	-	-
Net: Inconvenienced		26 72%	2 100%	6 62%	9 68%	1 100%	8 65%	8 73%	19 76%	12 89%	2 100%	1 31%	2 46%	2 60%	7 62%
Net: Not inconvenienced		10 28%	-	4 38%	4 32%	-	4 35%	3 27%	6 24%	2 11%	-	1 69%	2 54%	1 40%	4 38%
Mean score	2.96	3.46	2.54	3.09	4.00	3.00	3.05	3.44	3.44	3.00	1.94	2.93	2.19	3.25	2.76
Standard deviation	1.00	0.68	1.13	1.04	-	1.05	0.93	1.11	1.01	-	-	1.18	1.18	-	0.70
Standard error	0.17	0.48	0.40	0.29	-	0.30	0.28	0.23	0.29	-	-	0.83	0.68	-	0.22

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n
 * small base; ** very small base (under 30) ineligible for sig testing

Q.14i And how concerned, if at all, do you feel when receiving these types of calls on your mobile?
 Base: All adults who have personally received silent calls on their mobile phone

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	33	15	18	9	7	6	5	3	3	1	2	3	7	9	14	18	11	4	14	19	7	6	8
Weighted Base	37*	17**	19**	11**	8**	7**	6**	3**	2**	***	2**	4**	11**	11**	11**	22**	11**	4**	15**	21**	8**	6**	8**
Very concerned	(4) 7	4	3	1	-	3	1	-	2	-	2	1	-	2	4	4	-	3	3	4	1	2	3
	19%	23%	16%	5%	-	51%	16%	-	83%	-	100%	34%	-	15%	36%	20%	-	72%	18%	20%	7%	37%	33%
Fairly concerned	(3) 10	3	6	2	4	2	-	1	-	-	-	-	4	4	2	7	3	-	6	3	3	1	2
	27%	19%	33%	23%	52%	28%	-	34%	17%	100%	-	-	40%	33%	17%	31%	26%	-	41%	16%	44%	9%	27%
Not very concerned	(2) 9	5	4	1	4	1	3	-	-	-	-	-	3	5	1	6	3	-	5	4	2	3	3
	25%	28%	22%	12%	48%	22%	44%	-	-	-	-	-	28%	43%	13%	28%	28%	-	33%	19%	32%	54%	40%
Not at all concerned	(1) 11	5	6	6	-	-	2	2	-	-	-	2	3	1	4	5	1	1	9	1	1	-	-
	29%	30%	29%	60%	-	-	40%	66%	-	-	-	66%	33%	9%	35%	21%	46%	28%	8%	45%	17%	-	-
Net: Concerned	17	7	10	3	4	5	1	1	2	-	2	1	4	5	6	11	3	3	9	8	4	3	5
	46%	42%	49%	28%	52%	78%	16%	34%	100%	100%	100%	34%	40%	48%	52%	52%	26%	72%	59%	36%	51%	46%	60%
Net: Not concerned	20	10	10	8	4	1	5	2	-	-	-	2	6	6	5	10	8	1	6	13	4	3	3
	54%	58%	51%	72%	48%	22%	84%	66%	-	-	-	66%	60%	52%	48%	48%	74%	28%	41%	64%	49%	54%	40%
Mean score	2.35	2.34	2.36	1.73	2.52	3.29	1.92	1.68	3.83	3.00	4.00	2.03	2.07	2.55	2.54	2.51	1.80	3.17	2.68	2.11	2.41	2.83	2.92
Standard deviation	1.11	1.17	1.09	1.03	0.54	0.87	1.11	1.17	0.50	-	-	1.67	0.89	0.89	1.34	1.06	0.87	1.58	0.89	1.21	0.90	1.03	0.90
Standard error	0.19	0.30	0.26	0.34	0.20	0.35	0.50	0.68	0.29	-	-	0.97	0.34	0.30	0.36	0.25	0.26	0.79	0.24	0.28	0.34	0.42	0.32

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base; ** very small base (under 30) ineligible for sig testing

Q.14i And how concerned, if at all, do you feel when receiving these types of calls on your mobile?
 Base: All adults who have personally received silent calls on their mobile phone

	Total	ETHNICITY			GOVERNMENT REGION										LANDLINE AT HOME (Q.1)			
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	33	23	3	7	1	6	3	-	5	2	2	5	2	4	3	26	26	7
Weighted Base	37*	26**	3**	7**	1**	7**	3**	**	7**	3**	2**	5**	2**	5**	2**	29**	29**	7**
Very concerned	(4) 7 19%	4 14%	-	3 46%	1 100%	3 39%	1 19%	-	-	1 24%	-	2 40%	-	-	-	7 24%	7 24%	-
Fairly concerned	(3) 10 27%	4 14%	3 100%	3 41%	-	-	-	-	2 24%	2 76%	2 100%	2 34%	1 57%	1 20%	1 20%	8 28%	7 23%	3 42%
Not very concerned	(2) 9 25%	9 35%	-	-	4 54%	1 45%	-	1 11%	-	-	-	-	1 43%	2 33%	1 33%	7 23%	5 19%	4 51%
Not at all concerned	(1) 11 29%	10 37%	-	1 13%	-	1 7%	1 36%	-	5 65%	-	-	1 27%	-	2 47%	1 47%	7 25%	10 35%	1 7%
Net: Concerned	17 46%	7 28%	3 100%	6 87%	1 100%	3 39%	1 19%	-	2 24%	3 100%	2 100%	4 73%	1 57%	1 20%	1 20%	15 52%	14 47%	3 42%
Net: Not concerned	20 54%	19 72%	-	1 13%	-	4 61%	2 81%	-	5 76%	-	-	1 27%	1 43%	4 80%	2 80%	14 48%	16 53%	4 58%
Mean score	2.35	2.04	3.00	3.19	4.00	2.71	2.01	-	1.58	3.24	3.00	2.86	2.57	1.72	1.74	2.50	2.35	2.35
Standard deviation	1.11	1.05	0.00	1.05	-	1.14	1.32	-	0.91	0.55	0.00	1.34	-	0.86	1.08	1.13	1.21	0.66
Standard error	0.19	0.22	0.00	0.40	-	0.47	0.76	-	0.41	0.39	0.00	0.60	-	0.43	0.62	0.22	0.24	0.25

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.14i And how concerned, if at all, do you feel when receiving these types of calls on your mobile?
 Base: All adults who have personally received silent calls on their mobile phone

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	33	32	16	15	1	1
Weighted Base	37*	36**	19**	16**	1**	1**
Very concerned	(4) 7 19%	6 17%	4 23%	2 10%	-	1 100%
Fairly concerned	(3) 10 27%	10 27%	6 34%	3 21%	-	-
Not very concerned	(2) 9 25%	9 26%	2 11%	7 46%	-	-
Not at all concerned	(1) 11 29%	11 30%	6 33%	4 23%	1 100%	-
Net: Concerned	17 46%	16 44%	11 57%	5 31%	-	1 100%
Net: Not concerned	20 54%	20 56%	8 43%	11 69%	1 100%	-
Mean score	2.35	2.31	2.47	2.19	1.00	4.00
Standard deviation	1.11	1.09	1.20	0.94	-	-
Standard error	0.19	0.19	0.30	0.24	-	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e
 * small base; ** very small base (under 30) ineligible for sig testing

Q.14i And how concerned, if at all, do you feel when receiving these types of calls on your mobile?
 Base: All adults who have personally received silent calls on their mobile phone

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	33	28	2	25	1	-	5
Weighted Base	37*	31**	1**	29**	1**	-**	5**
Very concerned	(4) 7 19%	5 16%	-	5 17%	-	-	2 37%
Fairly concerned	(3) 10 27%	10 31%	*	9 30%	1 100%	-	-
Not very concerned	(2) 9 25%	7 23%	-	7 25%	-	-	2 35%
Not at all concerned	(1) 11 29%	9 30%	1 70%	8 28%	-	-	2 28%
Net: Concerned	17 46%	15 47%	*	14 47%	1 100%	-	2 37%
Net: Not concerned	20 54%	16 53%	1 70%	15 53%	-	-	3 63%
Mean score	2.35	2.34	1.61	2.36	3.00	-	2.46
Standard deviation	1.11	1.08	-	1.09	-	-	1.38
Standard error	0.19	0.20	-	0.22	-	-	0.62

Q.14i And how concerned, if at all, do you feel when receiving these types of calls on your mobile?
 Base: All adults who have personally received silent calls on their mobile phone

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	33	2	8	13	1	12	11	23	12	2	2	2	3	2	10
Weighted Base	37*	2**	10**	14**	1**	13**	10**	25**	13**	2**	2**	4**	3**	2**	11**
Very concerned	(4)	7 19%	1 46%	2 19%	2 18%	- -	2 16%	5 22%	3 25%	- -	1 31%	2 46%	- -	- -	2 13%
Fairly concerned	(3)	10 27%	1 54%	4 36%	1 8%	- -	1 9%	4 41%	4 25%	1 29%	- -	- -	1 36%	1 25%	4 31%
Not very concerned	(2)	9 25%	- -	1 8%	5 33%	1 100%	3 30%	3 24%	2 16%	- -	- -	2 54%	1 23%	1 75%	3 27%
Not at all concerned	(1)	11 29%	- -	4 38%	6 40%	- -	6 44%	1 13%	4 30%	1 30%	1 55%	- -	1 40%	- -	3 29%
Net: Concerned		17 46%	2 100%	5 54%	4 26%	- -	4 29%	6 56%	7 46%	1 54%	1 31%	2 46%	1 36%	1 25%	5 44%
Net: Not concerned		20 54%	- -	5 46%	10 74%	1 100%	9 71%	5 44%	6 46%	1 55%	1 69%	2 54%	2 64%	1 75%	6 56%
Mean score	2.35	3.46	2.35	2.04	2.00	2.05	2.59	2.39	2.49	1.91	1.94	2.93	1.96	2.25	2.28
Standard deviation	1.11	0.68	1.23	1.14	-	1.20	0.96	1.15	1.21	-	-	1.18	1.05	-	1.07
Standard error	0.19	0.48	0.43	0.32	-	0.35	0.29	0.24	0.35	-	-	0.83	0.61	-	0.34

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.14j Have you ever received two or more silent calls from the same number over a 24 hour period on your mobile?
 Base: All adults who have personally received silent calls on their mobile phone

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	33	15	18	9	7	6	5	3	3	1	2	3	7	9	14	18	11	4	14	19	7	6	8
Weighted Base	37*	17**	19**	11**	8**	7**	6**	3**	2**	***	2**	4**	11**	11**	11**	22**	11**	4**	15**	21**	8**	6**	8**
Yes	9	6	3	2	1	2	2	2	-	-	-	2	1	2	4	6	3	-	5	5	3	1	3
	26%	36%	17%	22%	16%	30%	31%	65%	-	-	-	59%	12%	17%	36%	30%	27%	-	29%	23%	34%	23%	38%
No	18	8	10	6	6	3	3	-	-	-	-	-	8	6	3	12	5	1	8	9	5	2	3
	48%	46%	49%	54%	77%	46%	45%	-	-	-	-	-	75%	56%	30%	54%	46%	17%	54%	44%	66%	40%	37%
Never checked	10	3	7	3	1	2	1	1	2	-	2	1	1	3	4	4	3	3	3	7	-	2	2
	26%	18%	34%	24%	7%	24%	24%	35%	100%	100%	100%	41%	13%	26%	34%	17%	27%	83%	17%	33%	-	37%	24%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base; ** very small base (under 30) ineligible for sig testing

Q.14j Have you ever received two or more silent calls from the same number over a 24 hour period on your mobile?

Base: All adults who have personally received silent calls on their mobile phone

	ETHNICITY				GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	33	23	3	7	1	6	3	-	5	2	2	5	2	4	3	26	26	7
Weighted Base	37*	26**	3**	7**	1**	7**	3**	**	7**	3**	2**	5**	2**	5**	2**	29**	29**	7**
Yes	9	8	-	2	-	4	2	-	1	-	-	-	1	1	-	8	8	2
	26%	29%	-	24%	-	61%	64%	-	18%	-	-	-	57%	18%	-	29%	26%	24%
No	18	14	3	1	1	-	-	-	6	3	1	2	1	3	2	13	14	4
	49%	53%	86%	16%	100%	-	-	-	82%	100%	36%	50%	43%	53%	80%	45%	47%	50%
Never checked	10	5	*	5	-	3	1	-	-	-	1	3	-	1	*	8	8	2
	26%	16%	14%	61%	-	39%	36%	-	-	-	64%	50%	-	30%	20%	26%	26%	26%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.14j Have you ever received two or more silent calls from the same number over a 24 hour period on your mobile?
 Base: All adults who have personally received silent calls on their mobile phone

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	33	32	16	15	1	1
Weighted Base	37*	36**	19**	16**	1**	1**
Yes	9 26%	9 26%	2 12%	6 40%	1 100%	-
No	18 48%	18 49%	12 60%	6 39%	-	-
Never checked	10 26%	9 24%	5 28%	3 21%	-	1 100%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

* small base; ** very small base (under 30) ineligible for sig testing

Q.14j Have you ever received two or more silent calls from the same number over a 24 hour period on your mobile?

Base: All adults who have personally received silent calls on their mobile phone

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	33	28	2	25	1	-	5
Weighted Base	37*	31**	1**	29**	1**	-.**	5**
Yes	9 26%	7 22%	-	7 24%	-	-	2 45%
No	18 48%	18 56%	1 70%	17 57%	-	-	-
Never checked	10 26%	7 21%	* 30%	6 20%	1 100%	-	3 55%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Q.14j Have you ever received two or more silent calls from the same number over a 24 hour period on your mobile?

Base: All adults who have personally received silent calls on their mobile phone

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	33	2	8	13	1	12	11	23	12	2	2	2	3	2	10
Weighted Base	37*	2**	10**	14**	1**	13**	10**	25**	13**	2**	2**	4**	3**	2**	11**
Yes	9 26%	-	3 25%	2 17%	-	2 19%	3 31%	9 35%	4 27%	1 55%	-	2 54%	1 40%	1 75%	1 4%
No	18 48%	1 54%	7 75%	6 45%	-	6 50%	3 32%	9 38%	5 37%	1 45%	2 100%	-	2 60%	-	8 71%
Never checked	10 26%	1 46%	-	5 37%	1 100%	4 31%	4 38%	7 27%	5 36%	-	-	2 46%	-	* 25%	3 25%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Whether receive silent calls or not
Base: All adults

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Fe- male (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep- /Wid- /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1007	490	517	126	160	170	136	150	265	145	120	160	248	231	368	557	248	202	286	721	150	114	122
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
From landline	242	125	116	19	14	41	33	63	72	46	26	56	73	48	65	159	38	45	54	187	25	17	29
	24%	26%	23%	14%	8%	22%D	22%D	39%CD EF	37%CD EF	43%CD EF	29%CD	28%	24%	23%	22%	28%P	15%	25%p	18%	27%Rt u	16%	15%	22%
From mobile	37	17	19	11	8	7	6	3	2	*	2	4	11	11	11	22	11	4	15	21	8	6	8
	4%	4%	4%	8%gHi	5%	4%	4%	2%	1%	*	2%	2%	3%	5%	4%	4%	5%	2%	5%	3%	5%	5%	6%
Either	266	137	130	28	21	42	39	64	73	46	27	57	83	54	72	171	48	48	63	203	30	19	31
	27%	28%	25%	20%	12%	23%d	26%D	40%CD Ef	37%CD Ef	43%CD EF	30%D	29%	27%	26%	24%	30%P	19%	27%	21%	29%rt u	20%	17%	23%
Both	12	6	6	2	1	6	-	2	1	*	1	2	-	6	4	9	2	1	7	5	2	4	6
	1%	1%	1%	1%	*	3%f	-	1%	1%	*	1%	1%	-	3%l	1%l	2%	1%	1%	2%	1%	1%	3% _s	5% _S
None	734	349	385	112	146	143	114	97	122	60	62	139	219	153	223	401	202	131	241	493	125	91	101
	73%	72%	75%	80%GH I	88%eF GHU	77%GH I	74%gh I	60%	63%	57%	70%	71%	73%	74%	76%	70%	81%O	73%	79% _s	71%	80% _s	83% _s	77%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v

* small base

Whether receive silent calls or not
Base: All adults

	ETHNICITY				GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1007	808	78	117	39	124	81	65	117	87	126	147	105	50	66	891	858	149
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
From landline	242	216	12	13	14	33	32	14	25	28	14	19	25	15	21	206	236	5
	24%	27% ^C	17%	11%	31%	26% ^{jk}	34% ^{JK}	24% ^j	21%	34% ^{JK}	12%	13%	27% ^{jk}	34% ^{JK}	31% ^{JK}	23% ^{JK}	28% ^Q	4%
From mobile	37	26	3	7	1	7	3	-	7	3	2	5	2	5	2	29	29	7
	4%	3%	4%	6%	2%	6%	3%	-	6%	3%	2%	4%	2%	12% ^{gJk}	3%	3%	3%	5%
Either	266	236	12	17	15	36	35	14	33	29	15	23	26	19	22	225	254	12
	27%	29% ^{bC}	17%	14%	34%	28% ^{jk}	37% ^{JK}	24%	26% ^j	35% ^{JK}	13%	16%	27% ^{jk}	44% ^{gh}	32% ^{JK}	25% ^{JK}	30% ^Q	9%
Both	12	6	3	3	-	5	1	-	-	2	1	1	1	1	1	10	12	-
	1%	1%	4% ^A	3% ^a	-	4% ^o	1%	-	-	2%	1%	1%	1%	2%	2%	1%	1%	-
None	734	573	60	98	29	93	60	46	91	54	103	119	70	24	45	664	601	132
	73%	71%	83% ^a	86% ^A	66%	72%	63%	76% ^m	74% ^m	65%	87% ^{EF}	84% ^{eF}	73%	56%	68%	75% ^{dM}	70%	91% ^P

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Whether receive silent calls or not
Base: All adults

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	1007	874	394	478	9	133
Weighted Base	1000	894	443	445	13**	106
From landline	242 24%	212 24%	93 21%	113 25%	8 61%	29 28%
From mobile	37 4%	36 4%	19 4%	16 3%	1 7%	1 1%
Either	266 27%	236 26%	105 24%	125 28%	8 61%	30 29%
Both	12 1%	12 1%	7 2%	4 1%	1 7%	-
None	734 73%	658 74%	339 76%	320 72%	5 39%	76 71%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e

** very small base (under 30) ineligible for sig testing

Whether receive silent calls or not
Base: All adults

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	1007	693	9	668	13	5	314
Weighted Base	1000	733	9**	710	12**	6**	267
From landline	242 24%	192 26% ^f	3 39%	187 26% ^f	3 22%	1 12%	50 19%
From mobile	37 4%	31 4%	1 16%	29 4%	1 4%	-	5 2%
Either	266 27%	212 29% ^F	4 51%	205 29% ^F	3 26%	1 12%	54 20%
Both	12 1%	11 2%	* 5%	11 2%	-	-	1 *
None	734 73%	521 71%	4 49%	505 71%	9 74%	5 88%	213 80% ^{AC}

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Whether receive silent calls or not
Base: All adults

	Total	TV PLATFORM(Q.3)					HOW OFTEN LISTEN TO RADIO (Q.4)								
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	1007	55	178	374	39	331	409	813	471	23	71	80	86	82	194
Weighted Base	1000	53*	180	386	33*	350	392	815	480	19**	77*	78*	81*	80*	185
From landline	242 24%	7 13%	36 20%	110 28%a	11 34%a	98 28%a	100 25%	203 25%	127 27%	7 34%	15 20%	19 25%	13 16%	22 27%	38 21%
From mobile	37 4%	2 4%	10 6%	14 4%	1 4%	13 4%	10 3%	25 3%	13 3%	2 9%	2 3%	4 5%	3 4%	2 2%	11 6%
Either	266 27%	8 15%	43 24%	120 31%a	11 34%	108 31%a	105 27%	218 27%	133 28%	7 34%	17 22%	21 27%	16 20%	23 29%	49 26%
Both	12 1%	1 2%	3 2%	4 1%	1 4%	2 1%	5 1%	11 1%	7 1%	2 9%	- 2%	2 2%	- -	* 1%	1 1%
None	734 73%	45 85%ce	137 76%	267 69%	22 66%	242 69%	287 73%	598 73%	347 72%	13 66%	60 78%	57 73%	64 80%	57 71%	136 74%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.15a Have you ever heard of the Telephone Preference Service - a service you can register with if you do not wish to be called by companies selling or promoting their products or services?
Base: All adults who have received silent calls on their landline or mobile phone

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	261	135	126	21	20	34	35	57	94	58	36	48	67	56	90	163	44	54	53	208	28	21	25
Weighted Base	266	137	130*	28**	21**	42*	39**	64*	73*	46*	27*	57*	83*	54*	72*	171	48*	48*	63*	203	30**	19**	31**
Yes	154	72	83	4	10	25	24	47	46	33	13	46	50	28	30	110	17	27	27	128	17	6	9
	58%	53%	64%	13%	47%	60%	60%	73% _{kl}	63%	73% _{kl}	46%	81% _{lm}	61% _{no}	51%	41%	65% _p	36%	56%	42%	63% _r	55%	33%	29%
No	111	65	47	24	11	16	16	17	27	13	15	11	33	26	42	60	30	21	36	76	13	13	21
	42%	47%	36%	87%	53%	38%	40%	27%	37%	27%	54% _{gi}	19%	39% _{kl}	49% _{km}	58% _{kl}	35%	64% _o	44%	57% _s	37%	43%	67%	69%
Don't know	1	-	1	-	-	1	-	-	-	-	-	-	-	-	1	1	-	1	-	-	1	-	1
	.4%	0%	.8%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	.4%	0%	1%	0%	0%	2%	0%	2%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)
 Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base; ** very small base (under 30) ineligible for sig testing

Q.15a Have you ever heard of the Telephone Preference Service - a service you can register with if you do not wish to be called by companies selling or promoting their products or services?
 Base: All adults who have received silent calls on their landline or mobile phone

	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	261	230	14	16	11	33	28	18	32	28	17	23	29	20	22	219	251	10
Weighted Base	266	236	12**	17**	15**	36**	35**	14**	33**	29**	15**	23**	26**	19**	22**	225	254	12**
Yes	154 58%	142 60%	6 46%	6 37%	9 59%	12 33%	27 79%	5 37%	21 65%	18 61%	7 45%	14 61%	21 82%	11 58%	9 42%	134 59%	146 57%	8 68%
No	111 42%	95 40%	7 54%	10 60%	6 41%	24 67%	8 22%	9 63%	11 35%	11 39%	8 51%	9 39%	5 18%	8 42%	13 58%	91 40%	107 42%	4 32%
Don't know	1 -	-	-	1 3%	-	-	-	-	-	-	1 3%	-	-	-	-	1 -	1 -	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q
 ** very small base (under 30) ineligible for sig testing

Q.15a Have you ever heard of the Telephone Preference Service - a service you can register with if you do not wish to be called by companies selling or promoting their products or services?
 Base: All adults who have received silent calls on their landline or mobile phone

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	261	222	89	129	5	39
Weighted Base	266	236	105*	125	8**	30*
Yes	154	141	56	79	8	13
	58%	60%	53%	63% ^e	100%	43%
No	111	94	48	46	-	17
	42%	40%	46%	37%	-	57% ^c
Don't know	1	1	1	-	-	-
	0%	0%	1%	-	-	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e

* small base; ** very small base (under 30) ineligible for sig testing

Q.15a Have you ever heard of the Telephone Preference Service - a service you can register with if you do not wish to be called by companies selling or promoting their products or services?
Base: All adults who have received silent calls on their landline or mobile phone

	Total	TYPE OF INTERNET (Q.2a)					None (f)
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	
Unweighted Base	261	196	5	188	3	1	65
Weighted Base	266	212	4**	205	3**	1**	54*
Yes	154 58%	127 60%	3 75%	123 60%	2 52%	1 100%	28 51%
No	111 42%	84 40%	1 25%	82 40%	2 48%	-	27 49%
Don't know	1 -	1 -	-	1 -	-	-	-

Q.15a Have you ever heard of the Telephone Preference Service - a service you can register with if you do not wish to be called by companies selling or promoting their products or services?
Base: All adults who have received silent calls on their landline or mobile phone

	TV PLATFORM(Q.3)							HOW OFTEN LISTEN TO RADIO (Q.4)							
	Total	Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	261	9	43	116	14	101	106	212	131	8	15	20	18	20	49
Weighted Base	266	8**	43*	120*	11**	108*	105*	218	133	7**	17**	21**	16**	23**	49*
Yes	154	4	22	68	6	61	69	131	93	4	8	7	9	9	24
	58%	54%	50%	57%	56%	56%	66%	60%	70% ⁿ	64%	48%	35%	55%	39%	49%
No	111	4	22	52	5	47	35	87	41	2	9	14	7	14	24
	42%	46%	50%	43%	44%	44%	33%	40%	30%	36%	52%	65%	45%	61%	50% ^h
Don't know	1	-	-	-	-	-	1	-	-	-	-	-	-	-	1
	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	1%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.15b And are your home landline or mobile numbers registered with the Telephone Preference Service?
Base: All adults who have personally received silent calls and have heard of the Telephone Preference Service

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Fe- male (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	148	70	78	3	7	19	23	41	55	38	17	38	44	30	36	103	17	28	22	126	12	6	9
Weighted Base	154	72*	83*	4**	10**	25**	24**	47*	46*	33**	13**	46*	50*	28**	30*	110*	17**	27**	27**	128*	17**	6**	9**
Yes - landline phone registered with Telephone Preference Service	72	30	42	-	3	15	12	22	19	12	7	29	22	11	9	53	7	12	11	61	7	4	2
	46%	42%	50%	-	32%	60%	51%	48%	41%	36%	55%	61% _n	45%	41%	31%	48%	40%	44%	41%	47%	44%	59%	18%
Yes - mobile phone registered with Telephone Preference Service	10	5	5	-	3	4	1	-	1	*	1	3	6	*	1	8	1	1	4	6	3	1	-
	6%	7%	5%	-	32%	16%	5%	-	3%	1%	8%	6%	11%	2%	3%	7%	7%	4%	15%	5%	17%	20%	-
Net: Yes	75	31	44	-	4	15	13	22	20	12	8	29	25	11	10	54	8	13	12	63	9	4	2
	49%	44%	53%	-	45%	60%	56%	48%	44%	36%	63%	61% _n	49%	41%	34%	49%	47%	48%	46%	49%	51%	59%	18%
No	75	37	38	4	5	8	10	23	24	19	4	18	23	16	18	53	9	13	13	62	7	3	7
	48%	51%	46%	100%	55%	34%	44%	50%	52%	59%	33%	39%	46%	58%	60%	48%	53%	49%	49%	49%	39%	41%	82%
Don't know	5	4	1	-	-	2	-	1	2	2	*	-	3	*	2	4	-	1	2	3	2	-	-
	3%	5%	1%	-	-	7%	-	2%	5%	5%	3%	-	5%	2%	5%	3%	-	3%	6%	2%	10%	-	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
 * small base; ** very small base (under 30) ineligible for sig testing

Q.15b And are your home landline or mobile numbers registered with the Telephone Preference Service?
Base: All adults who have personally received silent calls and have heard of the Telephone Preference Service

	ETHNICITY				GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	148	135	7	5	4	11	19	6	23	21	6	14	23	12	9	127	142	6
Weighted Base	154	142	6**	6**	9**	12**	27**	5**	21**	18**	7**	14**	21**	11**	9**	134	146	8**
Yes - landline phone registered with Telephone Preference Service	72 46%	70 49%	2 29%	-	2 22%	3 23%	17 64%	4 70%	6 29%	11 62%	2 35%	6 46%	10 47%	5 45%	5 54%	62 46%	70 48%	2 23%
Yes - mobile phone registered with Telephone Preference Service	10 6%	9 6%	1 22%	-	2 22%	-	2 9%	-	2 10%	-	1 18%	2 16%	-	-	-	10 7%	9 6%	1 15%
Net: Yes	75 49%	73 52%	2 29%	-	2 22%	3 23%	19 69%	4 70%	6 29%	11 62%	2 35%	9 62%	10 47%	5 45%	5 54%	65 48%	72 49%	3 37%
No	75 48%	65 46%	4 71%	5 73%	7 78%	9 77%	8 31%	2 30%	11 54%	7 38%	5 65%	5 38%	10 49%	6 55%	4 46%	64 48%	69 48%	5 63%
Don't know	5 3%	3 2%	-	2 27%	-	-	-	-	4 17%	-	-	-	1 4%	-	-	5 3%	5 3%	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

** very small base (under 30) ineligible for sig testing

Q.15b And are your home landline or mobile numbers registered with the Telephone Preference Service?
Base: All adults who have personally received silent calls and have heard of the Telephone Preference Service

	Total	TYPE OF MOBILE (Q.2)				
		Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	148	132	49	79	5	16
Weighted Base	154	141	56*	79*	8**	13**
Yes - landline phone registered with Telephone Preference Service	72 46%	66 47%	23 41%	40 51%	3 41%	5 40%
Yes - mobile phone registered with Telephone Preference Service	10 6%	10 7%	7 13%	3 3%	-	-
Net: Yes	75 49%	70 49%	24 43%	43 54%	3 41%	5 40%
No	75 48%	68 48%	30 54%	35 44%	4 59%	7 53%
Don't know	5 3%	4 3%	2 3%	2 3%	-	1 7%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

* small base; ** very small base (under 30) ineligible for sig testing

Q.15b And are your home landline or mobile numbers registered with the Telephone Preference Service?**Base: All adults who have personally received silent calls and have heard of the Telephone Preference Service**

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	148	117	3	113	1	1	31
Weighted Base	154	127*	3**	123*	2**	1**	28**
Yes - landline phone registered with Telephone Preference Service	72 46%	60 47%	2 70%	58 47%	-	-	12 43%
Yes - mobile phone registered with Telephone Preference Service	10 6%	9 7%	-	9 7%	-	-	1 4%
Net: Yes	75 49%	62 49%	2 70%	60 49%	-	-	13 46%
No	75 48%	61 48%	1 30%	60 49%	2 100%	1 100%	14 49%
Don't know	5 3%	3 3%	-	3 3%	-	-	1 5%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Q.15b And are your home landline or mobile numbers registered with the Telephone Preference Service?

Base: All adults who have personally received silent calls and have heard of the Telephone Preference Service

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	148	5	19	66	7	58	66	127	88	5	8	8	9	9	21
Weighted Base	154	4**	22**	68*	6**	61*	69*	131	93*	4**	8**	7**	9**	9**	24**
Yes - landline phone registered with Telephone Preference Service	72 46%	1 33%	7 33%	31 46%	2 39%	29 47%	37 53%	66 50%	47 51%	1 27%	7 81%	6 78%	3 32%	2 24%	6 24%
Yes - mobile phone registered with Telephone Preference Service	10 6%	1 24%	2 9%	6 9%	- -	6 9%	1 2%	10 8%	5 5%	- -	4 44%	- -	- -	1 14%	- -
Net: Yes	75 49%	2 57%	7 33%	32 48%	2 39%	30 49%	37 53%	69 53%	49 53%	1 27%	7 81%	6 78%	3 32%	3 38%	6 24%
No	75 48%	2 43%	14 62%	34 50%	4 61%	30 49%	29 42%	58 44%	42 45%	3 73%	2 19%	- 7%	5 58%	6 62%	17 72%
Don't know	5 3%	- -	1 4%	2 2%	- -	1 1%	3 4%	4 3%	2 2%	- -	- -	1 16%	1 10%	- -	1 4%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.16 You said earlier that you personally have received abandoned calls with a recorded message on your landline.
On average, how many abandoned calls with a recorded message does your household receive on the
landline each month?

Base: All adults who have personally received abandoned calls on their landline

	SEX			AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Fe- male (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep- /Wid- /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)	
Unweighted Base	214	101	113	10	22	40	29	43	70	44	26	44	57	50	63	137	30	47	60	154	34	24	26	
Weighted Base	210	99*	111*	9**	24**	47*	36**	46*	47*	28*	19**	54*	65*	44*	47*	139	31**	40*	63*	147	34**	23**	30**	
1	41	23	17	2	6	9	9	10	5	3	2	16	14	7	4	29	7	5	16	25	9	4	5	
	19%	24%	16%	23%	26%	18%	25%	22%	10%	10%	10%	30%	21%	16%	9%	21%	21%	12%	25%	17%	26%	17%	16%	
2	46	28	18	3	5	15	7	9	7	4	3	15	12	11	8	30	12	5	10	37	6	5	4	
	22%	29%	16%	37%	19%	32%	20%	19%	15%	14%	18%	28%	19%	26%	17%	22%	37%	12%	15%	25%	18%	20%	12%	
3	18	5	13	-	2	5	1	5	5	4	1	6	6	2	5	12	2	4	3	15	1	2	3	
	8%	5%	11%	-	8%	10%	4%	10%	11%	14%	6%	10%	9%	4%	10%	8%	7%	9%	5%	10%	3%	8%	10%	
4	15	8	8	1	-	2	4	3	5	4	1	2	3	5	4	9	1	6	4	11	1	3	1	
	7%	8%	7%	5%	-	4%	12%	7%	11%	14%	8%	4%	5%	12%	9%	6%	3%	14%	7%	7%	4%	15%	5%	
5	8	3	4	-	2	1	1	2	3	1	1	2	1	3	1	5	-	3	2	5	2	1	-	
	4%	3%	4%	-	7%	2%	2%	4%	6%	5%	7%	4%	2%	7%	3%	3%	-	8%	4%	4%	5%	3%	-	
6-10	29	10	18	1	1	5	6	6	9	4	5	7	9	7	6	20	2	7	10	18	6	5	7	
	14%	11%	17%	15%	6%	12%	16%	13%	19%	14%	25%	12%	14%	16%	13%	14%	7%	17%	16%	13%	17%	24%	23%	
11-20	19	6	13	1	1	3	3	5	6	2	4	4	7	4	4	13	3	4	10	9	4	1	7	
	9%	6%	12%	13%	5%	7%	7%	11%	12%	7%	19%	8%	10%	9%	9%	9%	8%	10%	16%	6%	13%	4%	23%	
21-30	14	8	6	-	2	4	3	2	3	2	-	2	5	3	3	9	2	3	2	12	2	1	1	
	7%	8%	6%	-	10%	8%	9%	4%	6%	8%	2%	4%	8%	7%	6%	7%	5%	7%	3%	8%	6%	6%	2%	
31+	9	3	6	-	4	3	2	-	-	-	-	-	6	-	3	7	1	-	4	5	2	-	2	
	4%	3%	5%	-	15%	5%	6%	-	1%	2%	-	-	9%	-	5%	5%	3%	1%	6%	3%	5%	-	8%	
Don't know	11	5	6	1	1	1	-	4	5	4	1	-	1	1	8	5	2	4	1	10	1	1	-	
	5%	5%	6%	5%	3%	3%	-	9%	10%	13%	4%	-	2%	3%	18%KLM	3%	8%	10%	2%	7%	3%	3%	-	
Mean score	9.13	7.59	10.51	5.05	17.14	9.88	9.68	6.09	7.29	7.36	7.19	5.32	13.51k	6.81	9.82	10.09	6.44	7.73	10.99	8.29	9.50	5.80	13.70	
Standard deviation	15.20	13.23	16.72	6.65	27.49	18.07	13.81	7.15	8.20	9.34	6.62	7.30	22.33	7.93	13.50	17.30	9.84	8.99	17.52	14.01	14.17	7.03	20.37	
Standard error	1.07	1.36	1.63	2.22	6.00	2.89	2.56	1.15	1.03	1.51	1.32	1.10	2.98	1.15	1.87	1.51	1.89	1.39	2.30	1.18	2.50	1.47	3.99	

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
* small base; ** very small base (under 30) ineligible for sig testing

Q.16 You said earlier that you personally have received abandoned calls with a recorded message on your landline.
On average, how many abandoned calls with a recorded message does your household receive on the
landline each month?

Base: All adults who have personally received abandoned calls on their landline

	ETHNICITY																GOVERNMENT REGION																LANDLINE AT HOME (Q.1)	
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wa-les (m)	Scot land (n)	England (o)	Yes (p)	No (q)																
Unweighted Base	214	173	20	21	4	25	30	18	18	26	18	16	18	26	15	173	212	2																
Weighted Base	210	171	18**	20**	5**	27**	36**	15**	17**	22**	17**	15**	17**	21**	16**	172	207	3**																
1	41	32	5	4	1	5	8	4	2	7	3	3	4	1	2	37	41	-																
19%	19%	19%	28%	18%	18%	18%	21%	28%	13%	31%	17%	24%	24%	5%	14%	22%	20%	-																
2	46	39	4	4	1	6	11	2	4	7	3	2	2	4	4	38	46	1																
22%	22%	22%	24%	16%	23%	22%	30%	15%	24%	31%	19%	12%	10%	20%	23%	22%	22%	34%																
3	18	14	3	1	-	-	2	3	*	3	2	1	3	3	1	14	18	-																
8%	8%	15%	5%	-	-	7%	19%	3%	12%	11%	5%	18%	13%	4%	8%	9%	-																	
4	15	13	-	2	-	2	1	3	2	1	3	1	*	-	15	15	-																	
7%	7%	-	10%	-	6%	4%	23%	13%	3%	7%	18%	8%	2%	-	9%	7%	-																	
5	8	7	1	-	-	-	-	1	1	2	1	1	2	-	6	8	-																	
4%	4%	4%	-	-	-	-	-	4%	4%	11%	9%	4%	11%	-	3%	4%	-																	
6-10	29	20	3	6	-	6	7	1	1	5	2	1	3	2	23	29	-																	
14%	12%	17%	28%	-	22%	18%	8%	7%	3%	27%	15%	6%	15%	14%	13%	14%	-																	
11-20	19	17	-	2	-	1	4	-	3	2	-	2	3	2	15	19	-																	
9%	10%	-	9%	-	3%	12%	-	19%	10%	-	17%	10%	13%	11%	9%	9%	-																	
21-30	14	12	1	1	1	3	1	-	1	1	-	1	4	-	10	12	2																	
7%	7%	7%	3%	23%	11%	4%	3%	5%	5%	3%	-	7%	20%	-	6%	6%	66%																	
31+	9	8	1	-	2	3	-	2	-	1	-	1	-	-	9	9	-																	
4%	4%	5%	-	35%	11%	-	-	10%	-	6%	-	8%	-	-	5%	4%	-																	
Don't know	11	9	-	2	-	2	1	*	-	-	-	1	-	5	6	11	-																	
5%	6%	-	7%	-	8%	4%	4%	3%	-	-	-	6%	-	33%	3%	5%	-																	
Mean score	9.13	9.72	6.58	6.45	39.48	14.87	6.08	3.49	12.91	4.21	6.37	5.76	11.20	10.26	6.38	9.16	8.96	20.59																
Standard deviation	15.20	16.29	10.05	7.30	43.23	23.32	7.56	4.31	18.04	5.79	9.26	5.44	17.34	10.04	7.16	16.12	15.16	16.38																
Standard error	1.07	1.28	2.25	1.68	21.61	4.86	1.43	1.04	4.38	1.14	2.18	1.36	4.20	1.97	2.53	1.25	1.08	11.58																

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

** very small base (under 30) ineligible for sig testing

Q.16 You said earlier that you personally have received abandoned calls with a recorded message on your landline.
On average, how many abandoned calls with a recorded message does your household receive on the
landline each month?

Base: All adults who have personally received abandoned calls on their landline

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Cont- ract (b)	Pre- pay (c)	Other (d)	None (e)
Unweighted Base	214	183	86	95	4	31
Weighted Base	210	186	99*	84*	6**	23**
1	41 19%	39 21%	18 19%	19 23%	1 21%	2 7%
2	46 22%	42 22%	25 25%	16 19%	1 15%	5 21%
3	18 8%	16 9%	7 8%	9 10%	-	2 7%
4	15 7%	13 7%	6 6%	8 10%	-	2 8%
5	8 4%	6 3%	3 3%	3 3%	-	2 8%
6-10	29 14%	25 14%	14 14%	12 14%	2 32%	3 14%
11-20	19 9%	17 9%	11 11%	6 8%	-	2 10%
21-30	14 7%	14 7%	8 8%	4 5%	2 32%	* 2%
31+	9 4%	7 4%	5 5%	3 3%	-	1 5%
Don't know	11 5%	7 4%	2 2%	5 6%	-	4 19%
Mean score	9.13	9.10	10.67	6.85	13.32	9.35
Standard deviation	15.20	15.30	18.14	10.54	13.14	14.57
Standard error	1.07	1.15	1.98	1.11	6.57	2.97

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e
* small base; ** very small base (under 30) ineligible for sig testing

Q.16 You said earlier that you personally have received abandoned calls with a recorded message on your landline.
On average, how many abandoned calls with a recorded message does your household receive on the
landline each month?

Base: All adults who have personally received abandoned calls on their landline

	TYPE OF INTERNET (Q.2a)						
	Total	Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	214	155	3	151	-	1	59
Weighted Base	210	161	2**	158	**	1**	49*
1	41 19%	35 22%	-	34 22%	-	1 100%	6 12%
2	46 22%	35 22%	-	35 22%	-	-	12 24%
3	18 8%	15 10%	2 79%	14 9%	-	-	2 5%
4	15 7%	11 7%	-	11 7%	-	-	4 9%
5	8 4%	6 4%	-	6 4%	-	-	2 4%
6-10	29 14%	21 13%	*	21 13%	-	-	7 15%
11-20	19 9%	14 9%	-	14 9%	-	-	5 10%
21-30	14 7%	11 7%	-	11 7%	-	-	3 7%
31+	9 4%	8 5%	-	8 5%	-	-	* 1%
Don't know	11 5%	4 2%	-	4 2%	-	-	7 15%AC
Mean score	9.13	9.62	3.62	9.74	-	1.00	7.27
Standard deviation	15.20	16.47	1.69	16.59	-	-	8.93
Standard error	1.07	1.34	0.98	1.37	-	-	1.26

Q.16 You said earlier that you personally have received abandoned calls with a recorded message on your landline.
On average, how many abandoned calls with a recorded message does your household receive on the
landline each month?

Base: All adults who have personally received abandoned calls on their landline

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	214	5	33	97	11	86	93	182	113	8	16	17	16	12	32
Weighted Base	210	5**	31**	99*	8**	90*	91*	183	117*	7**	19**	17**	13**	10**	27**
1	41 19%	2 42%	7 22%	19 19%	2 26%	17 19%	13 14%	40 22%	28 24%	1 8%	5 25%	3 20%	2 13%	2 18%	1 4%
2	46 22%	1 12%	5 15%	20 21%	1 8%	20 22%	24 26%	41 22%	20 17%	3 37%	9 46%	2 15%	5 36%	3 26%	5 20%
3	18 8%	- -	3 11%	5 5%	- -	5 6%	12 13%	16 9%	11 9%	1 17%	- 2%	3 16%	1 5%	- -	2 7%
4	15 7%	1 12%	2 7%	6 6%	2 23%	4 4%	8 8%	15 8%	8 7%	- -	1 5%	1 7%	2 15%	2 23%	1 2%
5	8 4%	- -	1 2%	4 4%	2 19%	2 3%	3 4%	6 3%	4 4%	1 11%	- -	1 3%	1 5%	- -	2 7%
6-10	29 14%	- -	3 10%	17 18%	1 18%	16 18%	13 14%	23 12%	18 15%	- -	- 2%	2 13%	2 13%	1 9%	6 22%
11-20	19 9%	2 34%	3 11%	8 8%	- -	8 9%	8 9%	17 9%	12 10%	2 28%	- 3%	2 9%	1 10%	- -	2 9%
21-30	14 7%	- -	2 8%	10 10%	- 5%	9 10%	3 4%	11 6%	9 8%	- -	1 6%	- -	- 3%	1 6%	3 10%
31+	9 4%	- -	4 13%	4 4%	- -	4 4%	1 1%	6 3%	4 3%	- -	2 10%	- -	- -	- -	3 11%
Don't know	11 5%	- -	- 1%	6 6%	- -	6 6%	6 6%	9 5%	4 3%	- -	- -	3 17%	- -	2 18%	2 8%
Mean score	9.13	7.90	15.37	10.04f	4.94	10.52f	6.01	8.49	8.90	6.25	12.70	5.34	5.49	5.06	13.65
Standard deviation	15.20	9.62	24.84	15.34	5.46	15.89	7.44	14.85	14.14	6.44	27.22	6.06	5.95	7.96	17.13
Standard error	1.07	4.30	4.39	1.62	1.65	1.79	0.80	1.14	1.37	2.28	6.81	1.62	1.49	2.52	3.18

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n
* small base; ** very small base (under 30) ineligible for sig testing

Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have personally received silent or abandoned phone calls on their landline

	SEX			AGE									SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)	
Unweighted Base	342	173	169	21	31	54	41	71	124	76	48	66	89	75	112	215	53	74	81	261	45	32	36	
Weighted Base	342	172	171	26**	33**	64*	48*	79*	92*	57*	36*	80*	106*	70*	86	221	57*	64*	91*	251	46*	30**	46**	
1	47	24	23	4	7	4	7	8	16	12	3	10	16	10	11	33	7	6	14	33	9	4	4	
	14%	14%	13%	17%	23%	6%	15%	11%	17%	21%e	9%	12%	15%	14%	13%	15%	13%	9%	16%	13%	19%	15%	8%	
2	51	33	18	3	6	19	5	8	9	4	5	17	15	10	9	35	8	8	16	36	10	5	4	
	15%	20%b	10%	14%	18%	30%fg	11%	11%	10%	7%	15%	21%	14%	14%	11%	16%	14%	13%	17%	14%	22%	17%	9%	
3	21	9	12	1	2	5	2	6	5	2	3	7	4	4	5	12	2	7	3	17	1	1	3	
	6%	5%	7%	2%	6%	8%	5%	8%	5%	4%	7%	9%	4%	6%	5%	4%	10%	4%	7%	1%	5%	6%	6%	
4	47	27	20	6	3	10	4	14	11	7	4	14	12	12	8	31	10	6	9	38	5	4	4	
	14%	16%	12%	22%	8%	16%	8%	17%	12%	13%	12%	18%	11%	18%	10%	14%	18%	9%	10%	15%	10%	14%	9%	
5	18	12	6	1	1	2	4	5	5	5	-	2	8	4	4	12	4	2	16	1	1	1	-	
	5%	7%	3%	5%	3%	3%	7%	6%	5%	9%	-	3%	8%	5%	4%	5%	6%	4%	2%	6%	2%	2%	-	
6-10	55	28	27	2	5	8	8	14	18	10	9	8	15	14	18	33	4	18	13	42	7	8	9	
	16%	16%	16%	8%	14%	12%	18%	18%	20%	17%	24%	10%	14%	20%	21%	15%	7%	28%op	14%	17%	15%	27%	19%	
11-20	35	13	22	1	1	4	9	8	11	7	5	8	12	7	8	23	5	7	13	22	5	3	10	
	10%	8%	13%	5%	4%	6%	19%	10%	12%	12%	13%	10%	11%	10%	9%	10%	11%	15%	9%	10%	12%	22%	-	
21-30	16	6	10	1	1	4	4	4	3	3	-	6	3	4	3	12	2	2	5	11	3	1	3	
	5%	4%	6%	3%	2%	6%	8%	5%	3%	5%	-	7%	3%	6%	3%	6%	3%	3%	5%	4%	7%	2%	5%	
31+	28	13	15	-	6	5	5	5	7	3	4	4	12	5	8	21	3	4	6	22	3	1	3	
	8%	8%	9%	-	20%	8%	10%	6%	8%	5%	11%	4%	11%	7%	10%	10%	6%	6%	7%	9%	7%	4%	7%	
Don't know	24	5	19	7	1	4	-	6	7	4	3	4	9	-	11	10	10	5	9	15	2	1	6	
	7%	3%	11%A	26%	2%	6%	-	8%	7%	7%	8%	5%	9% ^m	-	12% ^M	4%	17% ^O	7%	10%	6%	5%	2%	14%	
Mean score	11.80	9.70	14.13	5.39	22.69	10.70	14.64	10.59	9.38	8.37	11.00	8.99	14.94	10.13	12.16	12.89	9.13	10.06	12.67	11.50	10.66	8.29	15.94	
Standard deviation	21.19	15.67	25.81	7.02	44.99	18.20	22.15	15.18	12.74	10.27	15.98	14.11	29.40	14.83	19.28	24.03	13.60	13.99	21.17	21.23	16.39	12.00	25.24	
Standard error	1.18	1.21	2.08	1.66	8.21	2.55	3.46	1.87	1.19	1.23	2.38	1.78	3.19	1.71	1.95	1.67	1.98	1.70	2.43	1.36	2.53	2.16	4.33	

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v

* small base; ** very small base (under 30) ineligible for sig testing

Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have personally received silent or abandoned phone calls on their landline

	ETHNICITY						GOVERNMENT REGION									LANDLINE AT HOME (Q.1)		
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	342	293	22	26	12	45	41	25	34	40	22	30	37	29	27	286	338	4
Weighted Base	342	296	20**	26**	16**	45*	52*	22**	33**	40**	20**	28**	34*	24**	28**	290	336	6**
1	47 14%	42 14%	2 11%	2 10%	8 49%	4 8%	11 22%	5 22%	2 6%	6 14%	1 6%	3 12%	4 12%	1 3%	2 8%	44 15%	46 14%	1 19%
2	51 15%	43 15%	3 16%	5 20%	2 14%	7 15%	7 13%	7 2%	8 24%	8 20%	3 15%	4 12%	4 20%	5 11%	3 11%	43 15%	50 15%	1 16%
3	21 6%	17 6%	2 11%	2 8%	1 5%	5 11%	1 3%	4 17%	1 3%	3 7%	2 8%	- -	4 11%	1 3%	- -	20 7%	21 6%	- -
4	47 14%	42 14%	2 13%	3 10%	1 5%	7 15%	8 16%	4 19%	7 22%	6 16%	2 12%	3 9%	5 14%	3 2%	3 12%	43 15%	45 13%	2 34%
5	18 5%	16 5%	2 8%	- -	- -	1 3%	4 7%	- -	1 2%	1 3%	1 4%	3 10%	2 6%	2 9%	3 11%	12 4%	18 5%	- -
6-10	55 16%	44 15%	4 20%	7 28%	1 5%	8 19%	7 14%	5 23%	3 9%	6 15%	6 32%	4 15%	6 17%	6 24%	3 11%	46 16%	55 16%	- -
11-20	35 10%	31 11%	1 7%	2 8%	3 3%	4 10%	6 12%	2 9%	2 7%	3 7%	3 15%	6 22%	3 8%	1 6%	3 12%	30 10%	35 10%	- -
21-30	16 5%	11 4%	1 6%	3 13%	- -	- -	3 5%	- 2%	3 9%	1 3%	1 3%	1 3%	4 12**	2 10%	1 3%	13 4%	16 5%	- -
31+	28 8%	27 9%	2 9%	- -	3 19%	7 15%	1 3%	4 4%	1 12%	4 3%	1 5%	1 -	3 9%	6 24%	1 5%	21 7%	26 8%	2 31%
Don't know	24 7%	23 8%	- -	2 6%	- -	2 5%	3 6%	1 3%	2 5%	5 12%	- -	4 14%	- -	- -	7 27%	17 6%	24 7%	- -
Mean score	11.80	12.24	10.06	8.06	27.73	16.23	7.38	7.41	12.81	6.86	8.22	8.05	12.70	16.93	12.28	11.31	11.63	20.48
Standard deviation	21.19	22.40	13.47	8.61	59.60	27.88	9.29	10.91	18.31	10.26	8.73	7.42	18.96	17.49	17.13	21.75	21.03	28.97
Standard error	1.18	1.35	2.87	1.76	17.20	4.30	1.51	2.23	3.19	1.64	1.86	1.43	3.12	3.25	4.04	1.31	1.18	14.49

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have personally received silent or abandoned phone calls on their landline

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	342	292	125	164	6	50
Weighted Base	342	305	147	153	10**	37*
1	47 14%	43 14%	15 10%	27 17%	1 13%	4 10%
2	51 15%	50 17%e	25 17%e	24 15%e	1 13%	1 3%
3	21 6%	19 6%	10 7%	9 6%	-	2 5%
4	47 14%	40 13%	21 14%	19 12%	2 25%	7 20%
5	18 5%	16 5%	5 3%	11 8%	-	1 4%
6-10	55 16%	47 16%	22 15%	26 17%	2 20%	8 21%
11-20	35 10%	30 10%	18 12%	12 8%	-	5 14%
21-30	16 5%	15 5%	8 6%	6 4%	-	1 3%
31+	28 8%	24 8%	11 7%	10 7%	3 29%	4 11%
Don't know	24 7%	20 7%	12 8%	9 6%	-	4 10%
Mean score	11.80	11.48	13.24	9.24	18.37	14.52
Standard deviation	21.19	20.82	25.76	13.92	23.69	24.22
Standard error	1.18	1.25	2.36	1.12	9.67	3.65

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

* small base; ** very small base (under 30) ineligible for sig testing

Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have personally received silent or abandoned phone calls on their landline

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	342	247	5	239	2	2	95
Weighted Base	342	265	4**	258	3**	1**	77*
1	47 14%	36 14%	-	35 13%	1 37%	1 49%	11 14%
2	51 15%	40 15%	1 18%	39 15%	-	-	11 14%
3	21 6%	19 7%	1 22%	18 7%	-	-	2 3%
4	47 14%	39 15%	1 34%	37 15%	2 63%	-	8 11%
5	18 5%	16 6%	-	16 6%	-	-	1 2%
6-10	55 16%	39 15%	1 16%	39 15%	-	-	16 21%
11-20	35 10%	25 10%	* 10%	24 9%	-	1 51%	10 12%
21-30	16 5%	14 5%	-	14 5%	-	-	2 3%
31+	28 8%	22 8%	-	22 8%	-	-	7 9%
Don't know	24 7%	15 6%	-	15 6%	-	-	10 12%a
Mean score	11.80	12.13	4.69	12.32	2.89	10.64	10.59
Standard deviation	21.19	22.61	3.75	22.87	1.85	-	14.85
Standard error	1.18	1.47	1.68	1.51	1.31	-	1.62

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have personally received silent or abandoned phone calls on their landline

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	342	11	52	153	19	133	146	286	182	10	21	25	24	24	56
Weighted Base	342	11**	50*	158	15**	142	143	292	188	9**	24**	23**	21**	26**	51*
1	47 14%	3 29%	4 8%	24 15%	1 8%	22 16%	19 13%	36 12%	23 12%	-	5 19%	1 6%	4 20%	4 14%	10 21%
2	51 15%	1 11%	9 18%	17 11%	1 10%	15 11%	25 18%	48 17%	30 16%	1 17%	5 23%	3 12%	5 25%	3 12%	3 6%
3	21 6%	-	5 10%	10 6%	1 6%	9 6%	10 7%	19 7%	13 7%	-	1 4%	2 7%	2 7%	2 7%	2 4%
4	47 14%	2 19%	8 16%	21 14%	5 31%	16 11%	21 15%	42 14%	29 15%	-	2 8%	8 33%	3 12%	1 4%	5 11%
5	18 5%	-	-	6 4%	1 5%	5 4%	12 8%	16 5%	8 4%	-	4 15%	2 11%	1 4%	1 3%	2 4%
6-10	55 16%	1 9%	7 15%	31 20%	3 23%	28 19%	21 15%	44 15%	30 16%	4 40%	4 15%	1 4%	3 14%	3 12%	11 22%
11-20	35 10%	2 23%	7 14%	15 9%	1 10%	13 9%	14 10%	28 10%	16 9%	2 25%	1 4%	3 13%	3 16%	2 8%	7 14%
21-30	16 5%	1 9%	2 3%	11 7%	1 5%	10 7%	4 3%	14 5%	14 7%	-	-	-	-	-	2 4%
31+	28 8%	-	5 11%	15 10%	-	15 10%	10 7%	22 8%	15 8%	2 18%	3 13%	2 7%	-	1 2%	6 12%
Don't know	24 7%	-	3 7%	9 6%	-	9 6%	7 5%	22 8%	10 5%	-	-	2 8%	-	10 38%	2 4%
Mean score	11.80	8.99	17.12f	12.85	8.48	13.40	8.82	11.56	11.73	15.42	20.73	7.57	6.17	6.55	13.18
Standard deviation	21.19	9.90	36.62	19.72	11.95	20.43	13.23	21.54	18.35	12.89	49.55	8.51	9.59	8.00	19.26
Standard error	1.18	2.98	5.23	1.64	2.74	1.84	1.13	1.32	1.40	4.08	10.81	1.77	1.96	1.89	2.65

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have received Silent AND abandoned phone calls on their landline

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Fe- male (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr- ied (o)	Sing- le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	112	54	58	3	5	19	18	28	39	26	13	25	28	26	33	76	12	24	25	87	13	11	13
Weighted Base	109*	52*	57*	3**	5**	24**	21**	30**	26*	17**	9**	30**	31**	23**	26**	76*	13**	20**	26**	83*	13**	9**	13**
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2	13	8	5	-	-	7	3	2	1	1	-	6	3	2	1	11	2	-	7	7	4	1	2
	12%	16%	8%	-	-	28%	16%	8%	4%	6%	-	22%	9%	10%	6%	15%	13%	-	25%	8%	32%	6%	14%
3	5	2	3	1	-	1	3	9	-	-	-	3	1	1	3	3	-	3	1	4	1	-	1
	5%	4%	6%	19%	-	5%	4%	9%	-	-	-	10%	3%	3%	2%	3%	-	13%	5%	5%	4%	-	6%
4	14	7	7	2	-	4	-	5	3	2	1	5	7	1	1	8	4	1	2	12	1	1	1
	13%	13%	13%	62%	-	19%	-	17%	12%	10%	15%	19%	21%	5%	3%	11%	34%	7%	10%	14%	10%	13%	10%
5	7	5	2	-	-	1	4	1	1	1	-	-	4	1	1	4	2	1	-	7	-	-	-
	6%	10%	3%	-	-	5%	17%	3%	5%	7%	-	-	14%	6%	5%	5%	19%	4%	-	8%	-	-	-
6-10	23	9	14	1	1	4	3	6	8	4	3	3	6	6	9	14	2	8	5	18	2	4	3
	21%	18%	24%	19%	27%	17%	16%	20%	29%	26%	35%	11%	18%	24%	33%	18%	12%	37%	19%	22%	18%	37%	25%
11-20	18	7	10	-	-	3	5	4	7	5	2	5	4	6	3	14	1	3	5	13	2	3	3
	16%	14%	18%	-	-	11%	21%	13%	25%	28%	20%	15%	14%	27%	10%	18%	12%	13%	20%	15%	17%	37%	22%
21-30	6	1	5	-	-	2	2	2	*	*	-	3	-	2	1	6	-	-	4	2	2	-	2
	6%	3%	8%	-	-	8%	9%	6%	2%	3%	-	11%	-	8%	4%	8%	-	-	14%	3%	15%	-	14%
31+	20	10	10	-	4	2	4	5	5	3	3	4	6	4	6	15	1	3	2	18	1	1	1
	18%	19%	17%	-	73%	7%	18%	17%	20%	16%	29%	12%	20%	16%	25%	20%	10%	17%	7%	22%	5%	7%	9%
Don't know	3	2	1	-	-	-	-	2	1	1	-	-	-	-	3	1	-	2	-	3	-	-	-
	3%	4%	2%	-	-	-	-	7%	3%	5%	-	-	-	12%	1%	-	10%	-	4%	-	-	-	-
Mean score	19.53	16.87	21.94	4.57	87.93	10.41	21.74	17.20	16.26	14.35	19.50	14.52	23.25	17.58	22.90	21.67	11.06	16.75	15.69	20.77	11.58	12.57	19.71
Standard deviation	30.09	20.93	36.50	2.14	79.94	13.97	30.07	21.42	15.14	12.11	19.58	19.73	43.42	18.54	28.91	33.49	17.17	20.74	25.15	31.56	12.61	12.19	33.18
Standard error	2.90	2.93	4.83	1.23	35.75	3.20	7.09	4.20	2.49	2.47	5.43	3.95	8.20	3.64	5.37	3.87	4.96	4.53	5.03	3.46	3.50	3.68	9.20

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v

* small base; ** very small base (under 30) ineligible for sig testing

Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have received Silent AND abandoned phone calls on their landline

	ETHNICITY				GOVERNMENT REGION										LANDLINE AT HOME (Q.1)			
	Total	White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wa-les (m)	Scot-land (n)	England (o)	Yes (p)	No (q)
Unweighted Base	112	93	12	7	2	11	15	11	11	13	12	5	9	14	9	89	111	1
Weighted Base	109*	91*	11**	7**	3**	14**	17**	8**	10**	11**	11**	5**	8**	12**	10**	88*	107*	2**
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2	13	11	2	-	-	1	*	2	2	2	1	2	-	2	-	11	13	-
	12%	12%	22%	-	-	7%	6%	16%	22%	16%	25%	25%	-	25%	-	12%	12%	-
3	5	2	1	2	-	3	1	1	-	1	-	-	-	-	-	5	5	-
	5%	3%	8%	28%	-	22%	3%	11%	-	7%	-	-	-	-	-	6%	5%	-
4	14	12	2	-	-	2	6	1	*	3	1	-	-	1	-	13	14	-
	13%	13%	23%	-	-	13%	35%	10%	4%	28%	11%	-	-	8%	-	15%	13%	-
5	7	6	1	-	-	1	1	-	-	-	-	1	-	1	2	3	7	-
	6%	7%	7%	-	-	9%	7%	-	-	-	-	16%	-	11%	25%	4%	6%	-
6-10	23	20	2	2	-	1	3	3	2	3	5	1	1	4	1	19	23	-
	21%	21%	18%	22%	-	6%	18%	38%	22%	25%	45%	19%	12%	30%	7%	21%	21%	-
11-20	18	15	1	2	-	3	2	2	2	1	3	2	2	1	-	16	18	-
	16%	16%	13%	23%	-	23%	11%	25%	18%	8%	28%	40%	20%	8%	4%	19%	17%	-
21-30	6	4	-	2	-	2	-	2	-	-	-	2	-	-	6	6	6	-
	6%	5%	-	27%	-	11%	-	24%	-	-	-	23%	-	-	7%	6%	-	
31+	20	19	1	-	3	4	1	1	2	1	-	2	6	-	14	18	2	
	18%	21%	7%	-	100%	28%	9%	10%	16%	10%	-	21%	50%	-	16%	17%	100%	
Don't know	3	3	-	-	-	-	-	-	-	-	-	-	-	3	-	3	-	
	3%	3%	-	-	-	-	-	-	-	-	-	-	-	31%	-	3%	-	
Mean score	19.53	21.29	9.45	12.90	132.38	27.12	10.84	12.94	19.90	10.22	8.10	9.83	24.13	25.76	4.48	19.83	18.79	60.00
Standard deviation	30.09	32.29	14.36	9.29	71.16	35.76	11.87	15.84	20.47	15.57	4.54	7.69	27.02	19.44	3.13	32.04	29.86	-
Standard error	2.90	3.42	4.15	3.51	50.32	10.78	3.07	4.78	6.17	4.32	1.31	3.44	9.01	5.20	1.40	3.40	2.89	-

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have received Silent AND abandoned phone calls on their landline

	TYPE OF MOBILE (Q.2)					
	Total	Total (a)	Contract (b)	Pre-pay (c)	Other (d)	None (e)
Unweighted Base	112	93	40	50	3	19
Weighted Base	109*	94*	45*	45*	4**	15**
1	-	-	-	-	-	-
2	13 12%	13 14%	7 16%	5 11%	1 31%	-
3	5 5%	5 6%	4 9%	1 3%	-	-
4	14 13%	11 12%	6 14%	5 11%	-	3 20%
5	7 6%	7 7%	2 5%	4 10%	-	-
6-10	23 21%	19 20%	7 14%	12 27%	-	4 29%
11-20	18 16%	14 15%	8 19%	6 13%	-	4 23%
21-30	6 6%	6 7%	4 8%	2 5%	-	-
31+	20 18%	16 17%	7 16%	7 15%	3 69%	3 22%
Don't know	3 3%	2 2%	-	2 5%	-	1 5%
Mean score	19.53	19.16	21.49	15.11	35.99	21.84
Standard deviation	30.09	29.98	37.85	18.24	28.91	31.77
Standard error	2.90	3.14	5.99	2.63	16.69	7.71

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e

* small base; ** very small base (under 30) ineligible for sig testing

Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have received Silent AND abandoned phone calls on their landline

	Total	TYPE OF INTERNET (Q.2a)					
		Total (a)	Dial up (b)	Broad band (c)	Other (d)	DK type (e)	None (f)
Unweighted Base	112	87	2	85	-	-	25
Weighted Base	109*	87*	1**	86*	**	**	22**
1	-	-	-	-	-	-	-
2	13 12%	12 14%	-	12 14%	-	-	1 4%
3	5 5%	5 6%	-	5 6%	-	-	-
4	14 13%	12 13%	-	12 13%	-	-	3 12%
5	7 6%	7 8%	-	7 8%	-	-	-
6-10	23 21%	16 18%	1 62%	15 17%	-	-	7 34%
11-20	18 16%	13 15%	*	13 15%	-	-	4 20%
21-30	6 6%	6 7%	-	6 7%	-	-	-
31+	20 18%	15 17%	-	15 17%	-	-	5 23%
Don't know	3 3%	2 2%	-	2 2%	-	-	1 6%
Mean score	19.53	19.90	9.07	20.04	-	-	17.99
Standard deviation	30.09	32.29	-	32.48	-	-	18.74
Standard error	2.90	3.50	-	3.56	-	-	3.91

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Q.14a/Q.16 Abandoned/Silent calls - Total

Base: All adults who have received Silent AND abandoned phone calls on their landline

	Total	TV PLATFORM(Q.3)						HOW OFTEN LISTEN TO RADIO (Q.4)							
		Only terrest (a)	Cable (b)	Satellite Total (c)	Free sat (d)	Pay sat (e)	Free view (f)	Ever (g)	7 days (h)	6 days (i)	5 days (j)	3-4 days (k)	1-2 days (l)	Less often (m)	Never (n)
Unweighted Base	112	2	18	52	6	46	48	95	56	6	8	11	7	7	17
Weighted Base	109*	1**	17**	50*	4**	46*	48*	95*	56*	5**	11**	13**	5**	5**	14**
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2	13	-	5	3	-	3	5	13	9	1	1	2	-	-	-
	12%	-	29%	7%	-	7%	10%	14%	15%	11%	12%	18%	-	9%	-
3	5	-	2	3	1	2	1	5	5	-	-	-	-	-	-
	5%	-	10%	5%	23%	4%	2%	6%	9%	-	-	-	-	-	-
4	14	1	-	6	-	6	9	12	7	-	-	4	1	-	2
	13%	50%	-	12%	-	13%	18%	13%	13%	-	-	31%	27%	-	13%
5	7	-	-	2	-	2	4	6	1	-	4	-	1	-	1
	6%	-	-	5%	-	5%	9%	6%	2%	-	33%	-	18%	-	9%
6-10	23	-	3	11	2	9	11	17	9	3	2	1	-	2	6
	21%	-	17%	22%	42%	21%	24%	18%	15%	55%	21%	7%	11%	43%	41%
11-20	18	1	4	7	1	6	8	14	8	-	-	3	2	1	3
	16%	50%	22%	13%	25%	12%	17%	15%	15%	-	4%	24%	34%	17%	24%
21-30	6	-	-	4	-	4	2	6	6	-	-	-	-	-	-
	6%	-	-	8%	-	9%	5%	6%	11%	-	-	-	-	-	-
31+	20	-	3	11	-	11	7	18	11	2	3	2	-	1	2
	18%	-	19%	22%	11%	23%	15%	19%	19%	34%	30%	12%	10%	12%	11%
Don't know	3	-	-	3	-	3	-	3	-	-	-	1	-	1	-
	3%	-	2%	5%	-	6%	-	3%	7%	-	-	9%	-	18%	3%
Mean score	19.53	8.50	29.79	21.31	15.41	21.85	13.85	20.20	19.22	18.02	43.29	10.77	12.98	12.86	15.08
Standard deviation	30.09	-	57.14	25.35	20.34	25.89	16.07	31.31	24.15	16.64	69.63	10.45	18.73	10.92	20.63
Standard error	2.90	-	13.86	3.62	8.31	3.95	2.32	3.26	3.26	6.80	24.62	3.31	7.08	4.46	5.16

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Means: Columns Tested (1%, 5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n

* small base; ** very small base (under 30) ineligible for sig testing

Breaks by Breaks

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep /wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Unweighted Base	1007	490	517	126	160	170	136	150	265	145	120	160	248	231	368	557	248	202	286	721	150	114	122
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
SEX																							
Male	485	485	-	71	86	88	72	82	86	52	34	98	145	111	132	289	139	57	118	367	53	44	57
	49%	100%B	-	51%	51%j	48%	47%	51%	44%	39%	50%	48%	54%	45%	51%Q	56%Q	32%	39%	53%RT	34%	40%	40%	43%
Female	515	-	515	69	81	96	81	79	109	54	55	98	158	96	163	283	111	121	185	330	103	66	75
	51%	-	100%A	49%	49%	52%	53%	49%	56%	51%	61%k	50%	52%	46%	55%	49%	44%	68%OP	61%S	47%	66%S	60% s	57%
AGE																							
16-24	140	71	69	140	-	-	-	-	-	-	-	15	55	29	41	28	112	-	52	88	22	11	26
	14%	15%	13%	100%DEF GHU	-	-	-	-	-	-	8%	18%K	14%	14%	14%	5%Q	45%OQ	-	17%	13%	14%	10%	19%
25-34	167	86	81	-	167	-	-	-	-	-	-	31	53	38	44	107	57	3	85	82	68	39	15
	17%	18%	16%	-	100%CEF GHU	-	-	-	-	-	16%	18%	18%	15%	19%Q	23%Q	2%	28%SV	12%	44%RS V	35%SV	11%	
35-44	184	88	96	-	-	184	-	-	-	-	37	68	36	43	139	33	12	114	71	61	50	50	
	18%	18%	19%	-	-	100%CDF GHU	-	-	-	-	19%	23% n	17%	15%	24%PQ	13%q	7%	37%S	10%	39% S	45% S	38% S	
45-54	153	72	81	-	-	-	153	-	-	-	45	32	37	39	100	23	31	44	109	4	10	34	
	15%	15%	16%	-	-	-	100% CDE GHU	-	-	-	23% LN	11%	18% l	13%	17% P	9%	17% p	15% T	16% T	3%	9% t	25% rs TU	
55-64	161	82	79	-	-	-	-	161	-	-	37	46	33	45	102	13	47	6	156	-	1	6	
	16%	17%	15%	-	-	-	-	100% CDE FHU	-	-	19%	15%	16%	15%	18% P	5%	26% oP	2%	22% RTU V	-	1%	4% t	
65+	194	86	109	-	-	-	-	-	194	105	89	30	48	33	83	96	12	86	3	192	1	-	2
	19%	18%	21%	-	-	-	-	-	100% C DEFG	100% C DEFG	100% C EFG	15%	16%	16%	28% KL M	17% P	5%	48% OP	1%	28% RTU V	1%	-	2%
65-74	105	52	54	-	-	-	-	-	105	105	-	15	28	23	39	65	9	32	1	104	*	-	
	11%	11%	10%	-	-	-	-	-	54% C DEFG J	100% CDE FGHJ	-	8%	9%	11%	13%	11% P	4%	18% oP	*	15% RTU V	*	-	
75+	89	34	55	-	-	-	-	-	89	-	89	15	19	11	44	32	4	54	2	87	1	-	
	9%	7%	11%	-	-	-	-	-	46% CDE FGI	-	100% CDE FGHI	8%	8%	5%	15% kLM	6% p	1%	30% OP	1%	13% RTU V	1%	-	
SOCIAL CLASS																							
AB	196	98	98	15	31	37	45	37	30	15	15	196	-	-	-	142	31	23	62	134	32	16	28
	20%	20%	19%	11%	19%	20%	30% Cd HJ	23% c	15%	14%	17%	100% LMN	-	-	-	25% PQ	12%	13%	20%	19%	20%	15%	21%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
* small base

Breaks by Breaks

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep /Wid /div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
C1	302	145	158	55	53	68	32	46	48	28	19	-	302	-	-	177	83	42	90	212	45	28	41
	30%	30%	31%	39%Fh	32%	37%Fh	21%	29%	25%	27%	22%	-	100%KMN	-	-	31%	33%q	24%	30%	30%	29%	25%	31%
C2	206	111	96	29	38	36	37	33	33	23	11	-	-	206	-	135	41	30	64	143	34	26	28
	21%	23%	19%	21%	23%j	20%	24%j	20%	17%	22%	12%	-	-	100%KLN	-	24%p	16%	17%	21%	20%	22%	24%	21%
DE	295	132	163	41	44	43	39	45	83	39	44	-	-	-	295	117	95	88	208	46	40	35	25
	30%	27%	32%	29%	27%	23%	25%	28%	43%cD	37%ef	50%CDE	-	-	-	100%KL	20%	38%O	47%O	29%	30%	29%	36%	28%
MARITAL STATUS																							
Married	572	289	283	28	107	139	100	102	96	65	32	142	177	135	117	572	-	-	221	351	131	88	84
	57%	60%	55%	20%	64%CH	76%Cd	65%CH	63%Ch	50%Cj	61%Ch	36%c	73%LN	59%N	66%N	40%	100%PQ	-	-	73%S	50%	84%rS	79%Sv	63%ss
Single	250	139	111	112	57	33	23	13	12	9	4	31	83	41	95	-	250	-	61	189	21	18	33
	25%	29%b	22%	80%DE	34%EF	18%gH	15%hJ	8%	6%	8%	4%	16%	27%k	20%	32%KM	-	100%OO	-	20%	27%rT	14%	16%	25%t
Separated/Widow/divorced	178	57	121	-	3	12	31	47	86	32	54	23	42	30	83	-	-	178	21	157	4	5	15
	18%	12%	23%A	-	2%	7%Cd	20%CD	29%CD	44%CD	30%CD	60%CD	12%	14%	15%	28%KLM	-	100%OP	7%	23%rTU	2%	5%	11%T	
CHILDREN IN HOUSEHOLD																							
Any	303	118	185	52	85	114	44	6	3	1	2	62	90	64	88	221	61	21	303	-	156	110	132
	30%	24%	36%A	37%GH	51%cF	62%CF	29%GHI	3%	1%	1%	2%	31%	30%	31%	30%	39%PQ	24%Q	12%	100%S	-	100%S	100%S	100%S
None	697	367	330	88	82	71	109	156	192	104	87	134	212	143	208	351	189	157	-	697	-	-	-
	70%	76%B	64%	63%dE	49%	38%	71%DE	97%CD	99%CD	99%CD	98%CD	69%	70%	69%	70%	61%	76%O	88%OP	-	100%RTU	-	-	-
0-5 years	156	53	103	22	68	61	4	-	1	*	1	32	45	34	46	131	21	4	156	-	156	53	23
	16%	11%	20%A	15%FG	41%CF	33%CFG	3%	-	1%	*	1%	16%	15%	16%	15%	23%PQ	9%Q	2%	51%SV	-	100%RS	48%SV	17%S
6-10 years	110	44	66	11	39	50	10	1	-	-	-	16	28	26	40	88	18	5	110	-	53	110	34
	11%	9%	13%	8%GH	23%CF	27%CFG	7%GHI	1%	-	-	-	8%	9%	13%	14%	15%PQ	7%	3%	36%S	-	34%S	100%RS	25%S
11-15 years	132	57	75	26	15	50	34	6	2	*	2	28	41	28	35	84	33	15	132	-	23	34	132
	13%	12%	15%	18%dGH	9%HI	27%DG	22%DGH	3%	1%	*	2%	14%	14%	14%	12%	15%q	13%	8%	44%STU	-	15%S	31%S	100%RSTU
ETHNICITY																							
White British	809	382	428	109	106	134	134	147	179	95	84	171	246	162	230	459	190	160	216	593	105	68	99
	81%	79%	83%	78%d	64%	73%	87%DE	91%CD	92%CD	90%cd	94%CD	87%mm	81%	79%	78%	80%	76%	90%OP	71%	85%RT	67%	62%	75%u

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v

* small base

Breaks by Breaks

	SEX			AGE							SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD					
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
White other	72 7%	43 9%	29 6%	7 5%	24 14%cdg Hj	16 9%	9 6%	8 5%	8 4%	4 4%	4 4%	11 6%	24 8%	17 8%	20 7%	48 8%q	18 7%	7 4%	26 9%	46 7%	14 9%	12 11%	10 7%
BME	114 11%	58 12%	57 11%	23 17%FG HU	36 21%FG HU	33 18%FGH IJ	8 5%	6 4%	8 4%	6 6%	2 2%	14 7%	32 11%	24 12%	44 15%k	63 11%	40 16%Q	11 6%	59 19%S	55 8%	37 24%S	30 27%S	21 16%a
GOVERNMENT REGION																							
North East	44 4%	17 4%	27 5%	5 4%	9 5%	11 6%	4 3%	4 2%	11 6%	8 8%g	3 3%	-	18 6%K	12 6%K	14 5%K	27 5%	13 5%	4 2%	11 4%	33 5%	8 5%	7 6%	5 4%
North West	129 13%	64 13%	65 13%	17 12%	19 11%	29 16%	28 18%gh	16 10%	20 10%	10 10%	10 11%	18 9%	24 8%	35 17%kL	52 18%kL	70 12%	32 13%	27 15%	44 14%	85 12%	17 11%	17 16%	25 19%
Yorkshire and Humber	95 9%	48 10%	47 9%	21 15%Dg	8 5%	20 11%	19 13%d	9 6%	17 9%	9 9%	8 9%	45 23%LMN	20 7%	12 6%	18 6%	60 10%	25 10%	10 6%	33 11%	62 9%	15 10%	12 11%	21 16%a
East Mids	60 6%	27 6%	33 6%	6 4%	13 8%j	12 6%	9 6%	15 9%hj	7 3%	5 5%	1 2%	4 2%	21 7%k	24 12%KN	11 4%	36 6%	16 5%	9 6%	19 6%	41 6%	16 10%v	9 8%w	2 2%
West Mids	123 12%	65 13%	58 11%	26 19%fg	27 16%g	20 11%	14 9%	12 7%	24 12%	15 14%	9 10%	21 11%	43 14%	19 9%	40 13%	79 14%q	32 13%	13 7%	39 13%	84 12%	28 18%uv	8 7%	11 8%
East of England	83 8%	39 8%	44 9%	7 5%	12 4%	15 6%	21 10%	19 13%D	19 10%cd	9 9%	9 10%	9 5%	29 10%	14 7%	31 10%k	42 7%	16 7%	25 14%op	23 8%	60 9%t	5 3%	8 7%	15 11%t
London	118 12%	57 12%	61 12%	24 17%fh j	26 16%fh j	29 16%fhj	11 7%	14 8%	15 8%	9 8%	6 7%	20 10%	38 13%	17 8%	42 14%lm	50 9%	56 23%OO	11 6%	39 13%	80 11%	22 14%	18 16%	12 9%
South East	142 14%	68 14%	74 14%	16 11%	35 21%ce hi	18 10%	26 17%	22 13%	25 13%	10 10%	14 16%	32 16%	55 18%n	23 11%	32 11%	92 16%	27 11%	23 13%	51 17%	91 13%	23 15%	18 17%	22 17%
South West	96 10%	49 10%	47 9%	9 7%	11 6%	15 8%	11 7%	24 15%cd	26 14%cd	15 15%cd	11 12%	35 18%LN	22 7%	25 12%N	14 5%	60 11%p	12 5%	23 13%P	16 5%	80 11%Rtu	8 5%	5 4%	7 5%
Wales	43 4%	19 4%	24 5%	-	5 3%	9 5%c	5 4%	10 6%c	14 7%C	5 5%c	9 10%Cd	8 4%	12 4%	11 5%	11 4%	31 6%p	3 1%	5 5%p	15 4%	28 4%	9 6%	8 7%	5 3%
Scotland	67 7%	32 7%	35 7%	6 5%	7 4%	10 5%	11 7%	17 10%cd	17 9%	9 9%	8 9%	4 2%	20 7%k	13 6%k	31 10%K	25 4%	18 7%	25 14%Op	14 4%	54 8%U	5 3%	1 1%	8 6%u
England	890 89%	434 90%	455 88%	134 95%GH J	155 93%gh J	166 90%j	137 90%	135 84%	163 84%	91 87%	72 81%	184 94%N	270 89%	182 88%	254 86%	516 90%Q	229 92%Q	145 82%	274 90%	615 88%	142 91%	102 92%	120 91%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
* small base

Breaks by Breaks

	SEX			AGE								SOCIAL CLASS				MARITAL STATUS			CHILDREN IN HOUSEHOLD				
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	65-74 (i)	75+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Marr-led (o)	Sing-le (p)	Sep/Wid/div (q)	Any (r)	None (s)	0-5 years (t)	6-10 years (u)	11-15 years (v)
Weighted Base	1000	485	515	140*	167	184	153	161	194	105	89	196	302	206	295	572	250	178	303	697	156	110*	132*
LANDLINE AT HOME (Q.1)																							
Yes	855 86%	406 84%	450 87%	100 71%	131 79%	158 86% <i>C</i>	133 87% <i>C</i>	144 89% <i>Cd</i>	189 97% <i>CD</i> EFG	102 97% <i>CD</i> Efg	87 98% <i>CD</i> Efg	183 93% <i>N</i>	268 89% <i>N</i>	182 88% <i>N</i>	223 75%	523 91% <i>PQ</i>	185 74%	147 82%	257 85%	599 86%	127 81%	92 83%	120 91% <i>t</i>
No	145 14%	80 16%	65 13%	40 29% <i>EF</i> GHU	36 21% <i>gH</i> IJ	26 14% <i>HI</i> J	20 13% <i>HI</i> J	17 11% <i>Hij</i>	6 3%	4 3%	2 2%	13 7%	34 11%	24 12%	73 25% <i>KLM</i>	49 9%	65 26% <i>O</i>	31 18% <i>O</i>	47 15%	98 14%	29 19% <i>v</i>	19 17%	12 9%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b - c/d/e/f/g/h/i/j - k/l/m/n - o/p/q - r/s/t/u/v
* small base

Breaks by Breaks

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wales (m)	Scotland (n)	England (o)	Yes (p)	No (q)
Unweighted Base	1007	808	78	117	39	124	81	65	117	87	126	147	105	50	66	891	858	149
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
SEX																		
Male	485	382	43	58	17	64	48	27	65	39	57	68	49	19	32	434	406	80
	49%	47%	60%a	50%	39%	49%	51%	45%	53%	47%	49%	48%	51%	43%	48%	49%	47%	55%
Female	515	428	29	57	27	65	47	33	58	44	61	74	47	24	35	455	450	65
	51%	53%b	40%	50%	61%	51%	49%	55%	47%	53%	51%	52%	49%	57%	52%	51%	53%	45%
AGE																		
16-24	140	109	7	23	5	17	21	6	26	10	24	16	9	-	6	134	100	40
	14%	14%	10%	20%	12%	13% ^{lm}	22% ^{kl}	10% ^{lm}	21% ^{kl}	12% ^{lm}	20% ^{kl}	11% ^m	10% ^{lm}	-	9%	15% ^M	12%	28% ^P
25-34	167	106	24	36	9	19	8	13	27	7	26	35	11	5	7	155	131	36
	17%	13%	33%A	31%A	21%	15%	8%	22% ^{fi}	22% ^{fil}	8%	22% ^{fi}	25% ^{Fl}	11%	12%	10%	17%	15%	25% ^P
35-44	184	134	16	33	11	29	20	12	20	12	29	18	15	9	10	166	158	26
	18%	17%	22%	29%A	25%	23%	21%	19%	16%	14%	25% ^k	13%	15%	20%	14%	19%	18%	18%
45-54	153	134	9	8	4	28	19	9	14	15	11	26	11	5	11	137	133	20
	15%	17% ^c	12%	7%	9%	22% ^j	20% ^j	14%	11%	19%	9%	18% ^j	11%	13%	16%	15%	16%	14%
55-64	161	147	8	6	4	16	9	15	12	21	14	22	24	10	17	135	144	17
	16%	18% ^C	12%	5%	9%	12%	10%	24% ^{thj}	9%	25% ^{ef}	11%	15%	25% ^{ef}	23% ^h	25% ^{elhj}	15%	17%	12%
65+	194	179	8	8	11	20	17	7	24	19	15	25	26	14	17	163	189	6
	19%	22% ^{bC}	11%	7%	25%	16%	18%	11%	19%	22%	13%	17%	28% ^{eg}	32% ^{eg}	26% ^{gj}	18%	22% ^Q	4%
65-74	105	95	4	6	8	10	9	5	15	10	9	10	15	5	9	91	102	4
	11%	12%	8%	5%	18%	8%	9%	8%	12%	12%	7%	7%	16% ^{jk}	11%	14%	10%	12% ^Q	3%
75+	89	84	4	2	3	10	8	1	9	9	6	14	11	9	8	72	87	2
	9%	10% ^C	5%	2%	8%	8%	9%	2%	7%	10%	5%	10%	12% ^g	21% ^{oG}	12%	8%	10% ^Q	1%
SOCIAL CLASS																		
AB	196	171	11	14	-	18	45	4	21	9	20	32	35	8	4	184	183	13
	20%	21% ^c	15%	12%	-	14%	47% ^{EGH}	7%	17% ⁿ	11%	17% ⁿ	22% ^{gi}	36% ^{EG}	19% ⁿ	5%	21% ^{gN}	21% ^Q	9%
C1	302	246	24	32	18	24	20	21	43	29	38	55	22	12	20	270	268	34
	30%	30%	33%	28%	41%	19%	21%	35% ^e	35% ^e	35% ^e	32% ^e	39% ^{Ef}	23%	29%	30%	30% ^e	31%	24%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q
 * small base; ** very small base (under 30) ineligible for sig testing

Breaks by Breaks

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nth East (d)	Nth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'th East (k)	S'th West (l)	Wales (m)	Scotland (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
C2	206 21%	162 20%	17 24%	24 21%	12 26%	35 27% k	12 13%	24 40% LFH UKnO	19 16%	14 17%	17 15%	23 16%	25 26% l	11 26%	13 19%	182 20%	182 21%	24 17%
DE	295 30%	230 28%	20 28%	44 39% a	14 32%	52 40% FG KLo	18 19%	11 18%	40 32% L	31 37% g kL	42 36% g kL	32 23%	14 14%	11 26%	31 46% FGKL O	254 29% L	223 26%	73 50% P
MARITAL STATUS																		
Married	572 57%	459 57%	48 66%	63 55%	27 61%	70 54% n	60 63% JN	36 59% jn	79 64% JN	42 51%	50 43%	92 65% JN	60 63% JN	31 73% ei JN	25 37%	516 58% JN	523 61% Q	49 34%
Single	250 25%	190 24%	18 25%	40 35% a	13 30%	32 25% lm	25 26% lm	16 26% lm	32 26% lm	16 20%	56 48% EF GHKL MNO	27 19%	12 13%	3 7%	18 26% lm	229 26% LM	185 22%	65 45% P
Separated/Widow/divorced	178 18%	160 20% bc	7 9%	11 10%	4 10%	27 21% hj	10 11%	9 15%	13 10%	25 29% FH JKO	11 10%	23 16%	23 24% fh Jo	8 19%	25 37% e FGH JKO	145 16%	147 17%	31 22%
CHILDREN IN HOUSEHOLD																		
Any	303 30%	216 27%	26 36%	59 52% Ab	11 26%	44 34% L	33 35% L	19 31% l	39 32% l	23 27%	39 33% L	51 36% Ln	16 16%	15 36% l	14 20%	274 31% L	257 30%	47 32%
None	697 70%	593 73% C	46 64% c	55 48%	33 74%	85 66%	62 65%	41 69%	84 68%	60 73%	80 67%	91 64%	80 84% EF ghJKm O	28 64%	54 80% k	615 69%	599 70%	98 68%
0-5 years	156 16%	105 13%	14 19%	37 33% A	8 18%	17 13%	15 16%	16 26% el LN	28 22% ln	5 6%	22 19% ln	23 17% i	8 8%	9 21% ln	5 7%	142 16% i	127 15%	29 20%
6-10 years	110 11%	68 8%	12 17% a	30 26% A	7 15%	17 14% ln	12 12% n	9 15% N	8 6%	8 10% n	18 15% hl N	18 13% JN	5 5%	8 18% h IN	1 1%	102 11% n	92 11%	19 13%
11-15 years	132 13%	99 12%	10 13%	21 19%	5 12%	25 19% Gh I	21 22% Gh I	2 4%	11 9%	15 18% gl	12 10%	22 16% g	7 7%	5 11%	8 11%	120 13% g	120 14%	12 8%
ETHNICITY																		
White British	809 81%	809 100% BC	-	-	39 88%	106 83% J	82 87% J	54 89% J	97 79% J	70 84% J	54 45%	116 82% J	95 99% E FGHI JKNO	43 100% E f g HIUKN O	54 81% J	712 80% J	705 82% Q	105 72%

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)

Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Breaks by Breaks

	Total	ETHNICITY			GOVERNMENT REGION											LANDLINE AT HOME (Q.1)		
		White British (a)	White other (b)	BME (c)	North East (d)	North West (e)	Yorks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	London (j)	South East (k)	South West (l)	Wales (m)	Scotland (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
White other	72 7%	-	100%AC	-	-	4	6	5	9	24	13	1	-	10	62	57	15	
BME	114 11%	-	-	100%AB	5	20	9	1	21	4	40	13	-	3	112	90	24	
GOVERNMENT REGION																		
North East	44 4%	39 5%	-	5%	100%	-	-	-	-	-	-	-	-	-	44	36	8	
North West	129 13%	106 13%B	-	17%B	-	129	-	-	-	-	-	-	-	-	129	95	34	
Yorkshire and Humber	95 9%	82 10%	4 5%	7%	-	95	-	-	-	-	-	-	-	-	95	84	11	
East Mids	60 6%	54 7% <i>c</i>	6 8% <i>c</i>	1%	-	-	60	-	-	-	-	-	-	-	60	52	8	
West Mids	123 12%	97 12%	5 7%	18% <i>b</i>	-	-	-	123	-	-	-	-	-	-	123	107	16	
East of England	83 8%	70 9%	9 12% <i>c</i>	3%	-	-	-	-	83	-	-	-	-	-	83	70	13	
London	118 12%	54 7%	24 33%A	35%A	-	-	-	-	-	118	-	-	-	-	118	103	16	
South East	142 14%	116 14%	13 16%	11%	-	-	-	-	-	-	142	-	-	-	142	122	20	

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q
 * small base; ** very small base (under 30) ineligible for sig testing

Breaks by Breaks

	Total	ETHNICITY			GOVERNMENT REGION												LANDLINE AT HOME (Q.1)	
		White British (a)	White other (b)	BME (c)	Nrth East (d)	Nrth West (e)	Yrks and Hmbr (f)	East Mids (g)	West Mids (h)	East of Engl (i)	Lon-don (j)	S'rh East (k)	S'rh West (l)	Wales (m)	Scotland (n)	England (o)	Yes (p)	No (q)
Weighted Base	1000	809	72*	114	44**	129	95*	60*	123*	83*	118	142	96*	43*	67*	890	855	145
South West	96 10%	95 12%bC	1 2%	-	-	-	-	-	-	-	-	-	96 100%EFG HUKMNO	-	-	96 11%EF gHUK mn	91 11%q	5 3%
Wales	43 4%	43 5%c	-	-	-	-	-	-	-	-	-	-	43 100%EFG HIJKLNO	-	-	-	37 4%	6 4%
Scotland	67 7%	54 7%	10 14%aC	3 2%	-	-	-	-	-	-	-	-	-	67 100%EFGHI JKLMO	-	59 7%	8 6%	
England	890 89%	712 88%	62 86%	112 98%A B	44 100%	129 100%M N	95 100%M N	60 100%M N	123 100%M N	83 100%M N	118 100%M N	142 100%M N	96 100%MN	-	-	890 100%MN	759 89%	131 91%
LANDLINE AT HOME (Q.1)																		
Yes	855 86%	705 87%c	57 79%	90 79%	36 82%	95 74%	84 89%e	52 86%	107 87%e	70 84%	103 87%e	122 86%e	91 95% EI ko	37 87%	59 88%e	759 85%E	855 100%Q	-
No	145 14%	105 13%	15 21%	24 21%a	8 18%	34 26% fh jklNo	11 11%	8 14%	16 13%	13 16% l	16 13%	20 14% l	5 5%	6 13%	8 12%	131 15% l	-	145 100% P

Fieldwork : 02/03/2011 - 06/03/2011 (Week 09)
 Proportions/Mean: Columns Tested (1%, 5% risk level) - a/b/c - d/e/f/g/h/i/j/k/l/m/n/o - p/q
 * small base; ** very small base (under 30) ineligible for sig testing

Sample profiles
Base: All adults

	Weighted	Unweighted
Unweighted Base	1007	1007
Weighted Base	1000	1007
Sex		
Male	485 49%	490 49%
Female	515 51%	517 51%
Age		
16-24	140 14%	126 13%
25-34	167 17%	160 16%
35-44	184 18%	170 17%
45-54	153 15%	136 14%
55+	356 36%	415 41%
Class		
AB	196 20%	160 16%
C1	302 30%	248 25%
C2	206 21%	231 23%
DE	295 30%	368 37%
Working status		
Full time	409 41%	353 35%
Part time (8-29 hrs)	105 10%	91 9%
Part time (under 8 hrs)	8 1%	8 1%
Retired	248 25%	310 31%
Still at school	5 1%	5 -

Sample profiles
Base: All adults

	Weighted	Unweighted
Weighted Base	1000	1007
Full time higher education	49 5%	46 5%
Unemployed (seeking)	75 8%	82 8%
Unemployed (not seeking)	100 10%	112 11%
Male chief income earner	387 39%	403 40%
Female chief income earner	272 27%	281 28%
Male main shopper	314 31%	321 32%
Female main shopper	447 45%	448 44%
Household size		
1	208 21%	227 23%
2	340 34%	349 35%
3	193 19%	181 18%
4	153 15%	143 14%
5+	106 11%	107 11%
Government region		
North East	44 4%	39 4%
North West	129 13%	124 12%
Yorkshire & Humber	95 9%	81 8%
East Midlands	60 6%	65 6%
West Midlands	123 12%	117 12%

Sample profiles
Base: All adults

	Weighted	Unweighted
Weighted Base	1000	1007
East of England	83 8%	87 9%
London	118 12%	126 13%
South East	142 14%	147 15%
South West	96 10%	105 10%
Wales	43 4%	50 5%
Scotland	67 7%	66 7%

Weighting matrix - weighted respondents
Base: All adults

	Total	North	Midlands	South
Total	1000.00	334.64	309.69	355.67
Men ABC1 : 16-24	36.31 4%	11.81 4%	10.58 3%	13.92 4%
Men ABC1 : 25-44	92.26 9%	26.09 8%	26.12 8%	40.06 11%
Men ABC1 : 45-64	77.93 8%	23.54 7%	24.29 8%	30.10 8%
Men ABC1 : 65+	36.15 4%	10.48 3%	11.32 4%	14.36 4%
Men C2 : 16-24	15.28 2%	5.44 2%	5.06 2%	4.78 1%
Men C2 : 25-44	39.52 4%	13.18 4%	12.88 4%	13.45 4%
Men C2 : 45-64	37.19 4%	13.35 4%	12.69 4%	11.15 3%
Men C2 : 65+	18.63 2%	6.68 2%	6.16 2%	5.79 2%
Men DE : 16-24	19.55 2%	7.72 2%	5.89 2%	5.95 2%
Men DE : 25-44	41.99 4%	15.66 5%	12.50 4%	13.83 4%
Men DE : 45-64	39.54 4%	15.85 5%	12.40 4%	11.28 3%
Men DE : 65+	31.05 3%	11.36 3%	10.67 3%	9.02 3%
Female ABC1 : 16-24	33.81 3%	10.66 3%	9.82 3%	13.33 4%
Female ABC1 : 25-44	97.28 10%	28.33 8%	28.23 9%	40.73 11%
Female ABC1 : 45-64	82.92 8%	25.66 8%	25.30 8%	31.96 9%
Female ABC1 : 65+	41.54 4%	11.97 4%	12.44 4%	17.13 5%
Female C2 : 16-24	13.89 1%	4.96 1%	4.63 1%	4.31 1%
Female C2 : 25-44	34.64 3%	11.69 3%	11.41 4%	11.54 3%
Female C2 : 45-64	32.49 3%	11.56 3%	11.01 4%	9.92 3%

Weighting matrix - weighted respondents
Base: All adults

	Total	North	Midlands	South
Total	1000.00	334.64	309.69	355.67
Female C2 : 65+	14.66 1%	4.93 1%	5.03 2%	4.70 1%
Female DE : 16-24	21.36 2%	8.68 3%	6.43 2%	6.24 2%
Female DE : 25-44	45.42 5%	17.56 5%	13.32 4%	14.55 4%
Female DE : 45-64	44.15 4%	17.31 5%	14.18 5%	12.67 4%
Female DE : 65+	52.40 5%	20.17 6%	17.33 6%	14.90 4%

Weighting matrix - unweighted respondents
Base: All adults

	Total	North	Midlands	South
Total	1007	310	319	378
Men ABC1 : 16-24	24 2%	7 2%	5 2%	12 3%
Men ABC1 : 25-44	69 7%	21 7%	16 5%	32 8%
Men ABC1 : 45-64	69 7%	10 3%	27 8%	32 8%
Men ABC1 : 65+	50 5%	9 3%	23 7%	18 5%
Men C2 : 16-24	17 2%	5 2%	6 2%	6 2%
Men C2 : 25-44	39 4%	8 3%	13 4%	18 5%
Men C2 : 45-64	38 4%	7 2%	15 5%	16 4%
Men C2 : 65+	34 3%	6 2%	14 4%	14 4%
Men DE : 16-24	20 2%	8 3%	5 2%	7 2%
Men DE : 25-44	50 5%	19 6%	17 5%	14 4%
Men DE : 45-64	36 4%	16 5%	8 3%	12 3%
Men DE : 65+	44 4%	27 9%	7 2%	10 3%
Female ABC1 : 16-24	23 2%	11 4%	2 1%	10 3%
Female ABC1 : 25-44	63 6%	15 5%	17 5%	31 8%
Female ABC1 : 45-64	58 6%	14 5%	17 5%	27 7%
Female ABC1 : 65+	52 5%	15 5%	19 6%	18 5%
Female C2 : 16-24	12 1%	4 1%	5 2%	3 1%
Female C2 : 25-44	34 3%	12 4%	6 2%	16 4%
Female C2 : 45-64	36 4%	12 4%	14 4%	10 3%

Weighting matrix - unweighted respondents
Base: All adults

	Total	North	Midlands	South
Total	1007	310	319	378
Female C2 : 65+	21 2%	1 *	11 3%	9 2%
Female DE : 16-24	30 3%	17 5%	5 2%	8 2%
Female DE : 25-44	75 7%	26 8%	22 7%	27 7%
Female DE : 45-64	49 5%	15 5%	21 7%	13 3%
Female DE : 65+	64 6%	25 8%	24 8%	15 4%

Weighting matrix - weights
Base: All adults

	Total	North	Midlands	South
Total	0.99	1.08	0.97	0.94
Men ABC1 : 16-24	1.51	1.69	2.12	1.16
Men ABC1 : 25-44	1.34	1.24	1.63	1.25
Men ABC1 : 45-64	1.13	2.35	0.90	0.94
Men ABC1 : 65+	0.72	1.16	0.49	0.80
Men C2 : 16-24	0.90	1.09	0.84	0.80
Men C2 : 25-44	1.01	1.65	0.99	0.75
Men C2 : 45-64	0.98	1.91	0.85	0.70
Men C2 : 65+	0.55	1.11	0.44	0.41
Men DE : 16-24	0.98	0.96	1.18	0.85
Men DE : 25-44	0.84	0.82	0.74	0.99
Men DE : 45-64	1.10	0.99	1.55	0.94
Men DE : 65+	0.71	0.42	1.52	0.90
Female ABC1 : 16-24	1.47	0.97	4.91	1.33
Female ABC1 : 25-44	1.54	1.89	1.66	1.31
Female ABC1 : 45-64	1.43	1.83	1.49	1.18
Female ABC1 : 65+	0.80	0.80	0.65	0.95
Female C2 : 16-24	1.16	1.24	0.93	1.44
Female C2 : 25-44	1.02	0.97	1.90	0.72
Female C2 : 45-64	0.90	0.96	0.79	0.99
Female C2 : 65+	0.70	4.93	0.46	0.52
Female DE : 16-24	0.71	0.51	1.29	0.78
Female DE : 25-44	0.61	0.68	0.61	0.54
Female DE : 45-64	0.90	1.15	0.68	0.97
Female DE : 65+	0.82	0.81	0.72	0.99